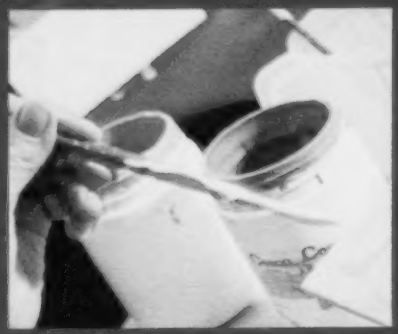
CITY OF WHITEHORSE

CITY OF WHITEHORSE ANNUAL REPORT



2012 /13

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Vision
We aspire to be a healthy, vibrant, prosperous and sustainable community supported by strong leadership and community partnerships.

Mission
Whitehorse City Council, working in partnership with the community to develop and grow our municipality through good governance, proactive strategic planning and advocacy, efficient, responsive services and quality infrastructure.

Values
In pursuing its goals, Whitehorse City Council believes in and is committed to the following values:

Consultation and Communication
Ensuring that members of our community are both sufficiently informed and able to contribute to Council's decision-making processes.

Democracy and Leadership
Recognising and valuing community participation in Council's decision-making as well as Council's role in providing leadership to the community.

Equity and Social Justice
Respecting and celebrating our social diversity to promote an inclusive community.

Integrity
Making decisions and acting in ways that reflect our values.

Openness and Accountability
Being transparent in its decision-making, Council welcomes public scrutiny and community feedback.

Sustainability
Making decisions about our social, economic, built and natural environments that will benefit both present and future generations.

Wellbeing
Commitment to supporting the community in all areas of health and wellbeing.

SECTION ONE

About Us

Overview
This report provides a guide to the achievements, performance and financial management Whitehorse City Council has delivered for the community from 1 July 2012 to 30 June 2013.

Our annual report is an important document that provides a transparent record of Council's performance in meeting its strategic objectives as set out in *Our Vision for Whitehorse 2006-2016* and the *Council Plan 2012-2016*. It also identifies challenges and difficulties Council has faced over the past 12 months.

Why do we have an annual report?
The *Victorian Local Government Act (1989)* requires all Councils to present an annual report to the Minister for Local Government by 30 September each year. As well as meeting this statutory requirement, the annual report reflects Council's values by ensuring its residents, businesses, staff and potential employees, state and federal politicians, peak bodies, community groups and organisations are sufficiently informed and able to contribute to Council's decision-making processes.

Where to find this report
Copies of this report are available at Council's Customer Service Centres at the Whitehorse Civic Centre in Nunawading, Box Hill Town Hall and Forest Hill Chase Shopping Centre and at local library branches.

It can also be accessed electronically on Council's website at www.whitehorse.vic.gov.au

For further information, phone Council on 9262 6333.

Message from the Mayor

Message from the Mayor Councillor Andrew Munroe

The 2012/13 year has been a year of many highlights for the City of Whitehorse and its more than 159,000 residents.

I first became a Councillor in July 2007 and was re-elected for my second term in the November 2008 Council election. I was extremely proud to have been elected by my fellow Councillors as Mayor in 2012.

I was born and raised in Whitehorse and feel a strong affiliation with the residents and the city. I am excited to be able to lead Council for the year and to be afforded the opportunity to meet a wider and varied group of our residents.

Planning for the community's future
Council is required under the *Local Government Act 1989* to prepare and forward to the Minister a four-year Council Plan, within six months of a general election or by 30 June.

The plan must include the Strategic Objectives of Council, strategies to achieve these objectives over the next four years, Strategic Indicators and a Strategic Resource Plan that identifies the resources required to achieve these objectives.

The development of the *Council Plan 2013-2017* included an opportunity to review the Council Vision for the next ten years. Council combined the consultation and engagement process in the development of the Council Plan, the 10-year Council Vision and the *Municipal Public Health and Wellbeing Plan*.

This gave Council a prime opportunity to include a range of opportunities for

residents, community groups and local businesses to have their say about the strategic direction of Whitehorse.

The Council Vision and Council Plan represent the outcome of a broad range of consultation and engagement processes that were conducted in line with Council's commitment to working in partnership to achieve the aspirations and priorities as identified by the community.

The first stage of the consultation process was the identification of priorities through discussions with Councillors, community and staff over a number of months.

The objectives and strategies were then formed through a strategic planning process that considered current issues in our community and feedback from other recent in-depth consultation processes that have occurred while developing a range of Council plans and policies.

They were also formed as part of a commitment by Council to work towards shared aspirations with the community.

A range of creative and innovative consultative tools were employed to engage the community. This included the use of *Your Say Whitehorse* (an internet technology based survey tool, used for the first time), face-to-face workshops and a paper-based picture survey.

The Council Vision and Council Plan were adopted at an Ordinary Council Meeting on 24 June 2013.

2012/13 Budget

Whitehorse City Council endorsed a budget of $148 million for the 2012/13 financial year for public consideration seeking to balance the demand for high quality services and infrastructure while remaining sensitive to the community's capacity to pay.

The Budget Reference Group included one Councillor from each of the five Whitehorse Wards and was involved in the shaping and consideration of the document since November.

The group was very hands on in their approach to the matter, in particular, establishing the budget consultation program and setting budget principles as the guiding framework.

The budget was prepared following extensive consultation and was guided by priorities outlined in Council's key strategic documents – the *Council Plan 2012-2016*, the *Strategic Resource Plan* and other major plans and strategies.

Council is continually attempting to expand the methods of consultation particularly when formulating its annual budget.

Consultation included ward forums, the Annual Residents' Survey including specific budget questions, monthly Councillor Budget Reference Group meetings, review of budget submissions from the previous year and other Council consultations impacting on the Budget 2012/13.

Community

During my time as Mayor I was able to get around the community and meet many of our residents and community groups.

As a community leader, one of Council's important roles is to act as a voice for the local community. We certainly hope we are being heard and that actions will be taken by the state and federal governments to address these issues and concerns. In particular, there is a pressing need to address concerns relating to the areas of transport and infrastructure to ensure that the Whitehorse community continues to thrive.

I have been extremely interested in the committees where I have been Council's representative, in particular the Metropolitan Transport Forum. Council would like to see a fast public transport link between Central Activities Areas, retail and commercial precincts, universities and other higher education facilities and

manufacturing and service industry locations.

A significant commitment is needed from the state and federal governments to fund a feasibility study for the proposed north-south rapid transport link and to subsequently fund the project. The municipalities of Boroondara, Knox, Monash and Yarra Ranges would be interconnected to this proposed north-south rapid transport link by the Belgrave and Lilydale rail lines through the Box Hill transport interchange, a future Doncaster rail line, the Burwood Highway tram line which could be extended to Knox City in the future, the Glen Waverley rail line and the future Rowville rail line.

Box Hill is one of the six Central Activity Areas designated by the Victorian State Government as an alternative to the Central Business District. It is also one of the most significant centres in the eastern region of metropolitan Melbourne for jobs, services, infrastructure and housing.

Council has continued to seek a commitment from government to invest in improved infrastructure, services, jobs and housing that will have benefits for local residents, businesses, workers, students visitors as well as the wider community accessing services in Box Hill.

Council has also lobbied the state government regarding home and community care services funding – to reduce cost shifting and ensure that these important services continue to be provided for older members of the community. Whitehorse has a much larger number of older people when compared to Greater Melbourne and Victoria and Council is currently funding a large shortfall in funding for Home and Community Care Services and Meals on Wheels services.

In all, this has been an exciting year full of challenges and I look forward to the next three years serving the Whitehorse community and continuing to lobby on our residents' behalf.

Cr Andrew Munroe
Whitehorse Mayor

Message from the Chief Executive Officer

Message from the Chief Executive Officer, Noelene Duff

I'd like to welcome you to this year's Annual Report. This publication documents Council's achievements from 1 July 2012 to 30 June 2013.

2012/13 Budget
Council adopted a Budget of $148 million for the 2012/13 financial year which sought to balance the demand for high quality services and infrastructure while remaining sensitive to the community's capacity to pay.

Consultation on the 2012/13 Budget included:

- Councillor Ward Forums
- Annual Residents' Survey, including budget specific questions
- Councillor Budget Reference Group that met monthly
- Review of budget submissions received in the previous year for consideration in 2012/13
- More than 50 other Council consultations impacting on the development of the Budget 2012/13

The Budget 2012/13 was guided by priorities outlined in Council's key strategic documents including the *Council Plan 2012-2016* and the *Strategic Resource Plan*.

Key pressures and challenges
When setting the Budget 2012/13, Council considered a number of key external and internal pressures and challenges including:

- Introduction of a carbon price by the federal government commencing at a fixed price of $23 per tonne from 1 July 2012.
- A further $4.40 (or 10 per cent) increase in the landfill levy set by the state government to a cost of $48.40 per tonne in 2012/13. This follows an increase of $35 per tonne (almost 400 per cent) over the last two years.
- An anticipated further call from Vision Super for Council's apportioned share of the local authorities defined benefit liability shortfall. Council has provided $3.5 million in the Budget 2012/13.
- Increased insurance costs as a result of storms and earthquakes in the Asia Pacific region.
- Recovery efforts following a growing number of extreme weather events, for example flood and storm damage.
- Updated Local Government (Long Service Leave) Regulations 2012 which will bring forward Council's liability in respect of long service leave benefits owing to employees from 30 June 2012.
- Cost shifting from state and federal governments.
- Additional compliance costs associated with more stringent requirements with Occupational Health and Safety and Worksafe legislation, and from growing emergency management obligations arising from the Bushfire Royal Commission.
- Community expectations to introduce environmental sustainability initiatives.

As well as external influences, there were also a number of internal influences expected to have an impact that were taken into consideration when setting the Budget 2012/13. These include:

- The major redevelopment of Aqualink Box Hill.
- The cost of maintaining Council's assets including infrastructure. This is to ensure that infrastructure and assets are provided to support services that are appropriate, accessible, responsive and sustainable to the community.
- The proposed general rate will increase by 5.8 per cent (which includes 0.1 per cent for the state government landfill levy increase in 2012/13)
- With the adopted rate revenue increase, Whitehorse will continue to

have one of the lowest levels of rates in metropolitan Victoria, while maintaining high quality services and facilities.

Core services
$102 million for core services ranging from health, family and youth, home and community care, maintenance of community facilities, parks, gardens, playgrounds, infrastructure, waste and recycling collection, and building and planning.

Capital Works Program
A comprehensive $47 million Capital Works Program was a key feature of Whitehorse City Council's $148 million Budget 2012/13.

The $47 million Capital Works Program was focused on major projects and continuing to maintain existing Council assets to a high standard.

Considerable resources were allocated to a number of projects, in particular the $19.7 million for the commencement of the major Aqualink Box Hill redevelopment.

The year's Capital Works Program delivered a range of improvements to sports and recreation facilities, community centres, roads, paths and parks as well as accelerated Council's investment in infrastructure.

We are determined to maintain Council's excellent track record of improving infrastructure with a view of tackling some big projects for the future benefit of Whitehorse.

Focus on sustainability
One of the key pillars of the *Council Plan 2012-2016* was for Council to 'promote, protect, enhance and respect the quality of our natural and built environments' and the Budget 2012/13 supported this mission through targeted funding allocations.

The budget allowed Council to continue its strong sustainability focus with a number of initiatives delivered across the organisation and throughout the community.

Council continued its strong focus on creating a resilient and sustainable organisation and supporting the community in doing the same.

This included upgrades for energy and water savings at Council and community facilities, the promotion of sustainable transport, greater use of renewable energy and fair trade products, waste minimisation programs and significant capital works projects.

Each initiative helps Council and the Whitehorse community achieve greater sustainability through small but significant changes as well as making major steps to help Council become carbon-neutral by 2015.

Council will continue to work on recently developed sustainability strategies to streamline their integration into day-to-day operations. For more information on sustainable initiatives, turn to page 37.

Financial sustainability
Council continued to focus on financial sustainability measures, something that Councillors see as an important legacy for the future. The Victorian Auditor-General reports annually to Parliament on all Councils' financial sustainability based on a series of measures and Whitehorse overall rates as "green" or low risk.

Over the last four years there has been a focused effort to achieve a repeatable underlying surplus from operations and to increase the Stay in Business Capital Works Program each year to achieve the target.

The rates increase in the *Long-Term Financial Plan* is reviewed annually and this year Council was able to reduce the long-term rates increase to 5.8 per cent (which, for 2012/13, includes 0.1 per cent for the state government landfill levy). This is an action that will continue to be monitored each year, with the *Long-Term*

Financial Plan projecting a similar increase in future years.

This year's budget and financial plan consolidated Council's steady progress towards achieving all of the Auditor-General's measures of financial sustainability. This is important for uninterrupted service delivery to the community and responsible maintenance of existing community assets.

The budget and financial plan also demonstrate careful use of Council reserves and debt for major capital works projects such as the major redevelopment of Aqualink Box Hill.

Highlights
Investment in infrastructure renewal and upgrades continued at a high level and Council commenced key projects such as the restoration of Surrey Dive in association with the major Aqualink Box Hill redevelopment and Springfield and Mont Albert Reserve Pavilion upgrades.

I am particularly excited by the major $37.1 million redevelopment of Aqualink Box Hill. Council's vision is to create an outstanding community facility that provides a diverse range of health, fitness and leisure opportunities for all patrons.

The Box Hill Central Activities Area was allocated $2.07 million to enhance the viability of the area for commerce, pedestrian safety and to improve the overall appearance and condition of the area.

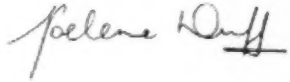
Buildings throughout the city were upgraded at a cost of $24.37 million, including $19.7 million for the Aqualink Box Hill Redevelopment.

New projects included $887,000 for the Box Hill Masterplan implementation, $460,000 for the Open Space Strategy Land Acquisition and $240,760 for Heatherdale Reserve east and west sports fields floodlighting.

I would also like to thank the Whitehorse Council officers who are committed to Council's values and dedicated to serving our Councillors, residents, ratepayers, and any organisation or individual that requires their assistance.

I would like to thank you for taking the time to look through this document and encourage you all to read through and learn more about the Council that serves you.

For more information about Council's adopted Budget 2012/13, visit www.whitehorse.vic.gov.au/Corporate-Documents.html



Noelene Duff
Chief Executive Officer

Your Council

About Local Government
Local government is one of the three tiers of government in Australia: federal, state/territory and local.

It is the most accessible level of government for the average citizen. Whitehorse City Council is one of 79 municipalities in Victoria, which range from big metropolitan cities to small country shires.

Whitehorse City Council, like state and federal governments, has a 'legislature' made up of elected representatives (Councillors). Councillors are concerned citizens who have offered themselves for election as representatives of the residents of the City's electoral wards. They receive no salary, just an annual allowance.

For more information about Victorian Local Government, visit the websites of:

- Municipal Association of Victoria (MAV) www.mav.asn.au
- Local Government Professionals (LGPro) www.lgpro.com
- Australian Local Government Association www.alga.asn.au
- Department of Planning and Community Development www.localgovernment.vic.gov.au

Your Councillors

Whitehorse City Council has 10 Councillors elected by residents to govern the City. Councillors work together to set Council's strategic direction and to make important decisions regarding the whole municipality. In making these decisions, Councillors consider the views of, and consult with, the community. They also work closely with the Chief Executive Officer and Council administration.

The City of Whitehorse is divided into five wards: Central, Elgar, Morack, Riversdale and Springfield. Two Councillors are elected to represent each ward, every four years. The Mayor is elected by the Councillors to serve as the principal ambassador for the city for a 12-month term.

Whitehorse City Council conducts a monthly Ordinary Council meeting as the formal process to discuss Council business. This meeting is where Councillors make decisions, state opinions, approve proposals, fulfil the statutory requirements of Council, approve its budget and expenditure and plan for the future. This meeting has specific procedural requirements that must be adhered to in accordance with Council's Local Law Meeting Procedure.

Whitehorse City Council established Special Committee meetings to provide the community with a forum to raise matters relevant to Council that are not able to be heard at Ordinary Council meetings due to procedural or time constraints.

Special Committee meetings enhance the consultative process and facilitate public participation and involvement of the community in Council decision-making.

Special Committee meetings are primarily for:

- Public submissions on matters other than land planning.
- Other business Councillors want to flag for the next meeting.
- Public comment on matters discussed at the Special Committee meeting.
- These are all matters of business that cannot be raised at Ordinary Council meetings.

The following Councillors are elected to serve until the Local Government Elections in October 2012. (Wards listed alphabetically):

CENTRAL WARD

Cr Andrew Munroe
PO Box 30,
Blackburn 3130
Phone: 9878 8235
andrew.munroe@
whitehorse.vic.gov.au

Official Council appointments:

- Municipal Association of Victoria
- Victorian Local Governance Association
- Metropolitan Transport Forum (Deputy Chair)
- Aqualink Box Hill Councillor Reference Group
- Advisory Committee for the Review of the Chief Executive Officer's development
- City of Whitehorse Scholarship Committee
- Box Hill Central Activities Area Reference Group
- International Council for Local Environment Initiatives
- Whitehorse Centre Feasibility Study Working Group

Highlights 2012/13:
As Mayor I have had the privilege of involvement and helping to shape the future not only in Whitehorse, but the wider local government sector. Seeing the years of planning of Aqualink Box Hill taking shape for its expected opening in December 2013 has been most rewarding. We have also started the task of another important project, the Whitehorse Centre, which for me gives a soul to our civic precinct.

Cr Denise Massoud
PO Box 52
Forest Hill 3131
Phone: 9878 4320
denise.massoud@
whitehorse.vic.gov.au

Official Council Appointments:

- City of Whitehorse Scholarship Committee
- Visual Arts Committee
- Budget 2013/2014 Reference Group
- Domestic Animal Management Plan Advisory Committee

Highlights 2012/13:
Some highlights during my short time on Council include meeting some of our wonderful volunteers who work with dedication across many aspects of our community including serving meals, running courses for children and adults to enhance their knowledge, weeding and planting in our bushland reserves and being a friend to help an aged person in their home. It has also been exciting to facilitate residents' ideas being listened to and adopted to work towards a positive community outcome. I must mention the genuine commitment Council staff show in supporting residents and caring about the liveability for all in Whitehorse. Perhaps finally, it was also a highlight to be part of the team to deliver a rate rise of only 3.9 per cent for the 2013/14 financial year.

ELGAR WARD

Cr Robert Chong AM
PO Box 34,
Box Hill 3128
Phone: 9894 3713
robert.chong@
whitehorse.vic.gov.au

Official Council appointments:

- Advisory Committee for the Review of the Chief Executive Officer's development
- Audit Advisory Committee
- Municipal Early Years Plan (Childhood Matters) Evaluation Committee
- Box Hill Central Activities Area Reference Group

Highlights 2012/13:

- Box Hill Gardens and the new multipurpose area – the Box Hill Gardens and its beautiful lake can now have sufficient underground storage water to survive any hot

spells. The new multipurpose space was opened in May 2013. As a Ward Councillor, this has been a long awaited event. This new multipurpose space was previously occupied by the disused tennis court and the dilapidated building.

- Replacing the uneven brick tiles on Whitehorse Road and Station Street, Box Hill is a great success for pedestrians and traders. It has also given a new look for the business precinct.
- Building a new pavilion in Springfield Park was great for spectators, especially for parents and children to avoid inclement weather.

Cr Helen Harris OAM
40 William Street,
Box Hill 3128
Phone: 9897 1312
helen.harris@
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Official Council appointments:

- Council representative on Metro Waste Management Forum and committee member of the Strategic and Policy Advisory Group (SPAG)
- Box Hill Aqualink Committeer
- Box Hill CAA Reference Group
- Whitehorse Reconciliation Advisory Committee
- Heritage Steering Committee
- Visual Arts Committee
- Budget 2013/14 Reference Group
- Whitehorse Centre Feasibility Study Reference Group
- MAV Arts and Culture Committee
- MAV Professional Development Committee

Highlights 2012/13:

- The expenditure on Box Hill Aqualink and Box Hill Gardens redevelopment and an upgrade of the central area streetscape.
- Purchase of a site in Graham Place Box Hill for future open space development. I also served as both National and Victorian Secretary of the Australian Local Government Women's Association (ALGWA).

MORACK WARD

Cr Bill Bennett
PO Box 219,
Vermont 3133
Phone: 9801 1251
bill.bennett@
whitehorse.vic.gov.au

Official Council appointments:

- Councillor representative on the Eastern Alliance for Greenhouse Action
- Transition Whitehorse Community Steering Committee

Highlights 2012/13:

- Continuing to advocate for a successful outcome for the Healesville Freeway Reserve.
- The continuation of the highly successful and informative Morack Ward Forums
- Strongly advocating for cost containment and value for ratepayers money
- Advocating for the protection from inappropriate residential development

Cr Raylene Carr
PO Box 6060,
Vermont South 3133
Phone: 9803 0913
raylene.carr@
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Official Council Appointments:

- Whitehorse Manningham Regional Library Corporation
- Heritage Steering Committee
- Budget 2013/14 Reference Group
- Aqualink Box Hill Councillor Reference Group
- Whitehorse Centre Feasibility Study Working Group

- Domestic Animal Management Plan Advisory Committee

Highlights 2012/13:

- It was an honour and a privilege to be elected for a second term. The Morack Ward forums continue to provide a beneficial communication link for both residents and myself.
- I have consistently lobbied on behalf of residents for the Healesville Freeway Reservation to remain as public open space and for inappropriate developments to be kept to a minimum.
- My ongoing commitment to the residents of Whitehorse is to serve them with integrity and fairness, to treat them with respect, listen to their concerns and keep an open mind.

RIVERSDALE WARD

Cr Sharon Ellis
PO Box 8178,
Burwood Heights 3151
Phone: 9890 8057
sharon.ellis@
whitehorse.vic.gov.au

Official Council appointments:

- Whitehorse Manningham Regional Library Corporation
- Eastern Region Affordable Housing Housing Alliance
- Advisory Committee for the review of the Chief Executive Officer's development
- Whitehorse Disability Advisory Committee
- Aqualink Box Hill Councillor Reference Group
- Municipal Association of Victoria
- MAV Human Services Committee

Highlights 2012/13:

- The Council elections held in late October, resulted in the election of 3 new Councillors.
- It was encouraging to see the newly formed Council work well together to complete the Council Vision and the Council Plan which provide a positive direction for our city.
- Despite a limited rate rise, the 2013-14 budget provides strong, balanced and responsible financial management.
- Two main highlights for me were the progress of the Aqualink re-development and the abandonment of the previous Deakin Bridge proposal

Cr Andrew Davenport
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andrew.davenport@
whitehorse.vic.gov.au

Official Councillor appointments:

- Audit Advisory Committee
- Municipal Early Years Plan (Childhood Matters) Evaluation Committee
- Budget 2013/14 Reference Group
- Whitehorse Centre Feasibility Study Working Group

Highlights 2012/13:

- Contributed to the council plan which governs the activity of council over the next four years.
- Supported campaigns to prevent violence against women by being able to sign a statement of support on behalf of the city of Whitehorse.
- Successfully advocating for a reduced charge at Aqualink Box Hill and Aqualink Nunawading for spectators accompanying child swimmers below 10 years of age.
- Delivered rate rise of 3.9% for the 2013/14 financial year.

SPRINGFIELD WARD

Cr Philip Daw
PO Box 2152,
Rangeview 3132
Phone: 9873 3108
philip.daw@
whitehorse.vic.gov.au

Official Council appointments:

- Councillor representative on the Whitehorse Business Group Inc.
- Budget 2013/14 Reference Group
- Box Hill Central Activities Area Reference Group
- Whitehorse Centre Feasibility Study Working Group.

Highlights 2012/13:

- I have strongly advocated on behalf of Springvale Ward since becoming a Councillor. This includes advocacy to the state government to grade separate the Mitcham and Rooks Road level crossings and the establishment of Junction Road parkland.
- I have succeeded in having the Schwerkolt Cottage and Museum Complex extended, improved car parking and streetscapes in shopping centres, increases in and upgrades of open space parkland and community facilities, and improved planning processes and outcomes for the ward.
- I continue to work towards improved facilities at Silver Grove Nunawading and the Whitehorse Centre in Whitehorse Road, Nunawading.
- I also advocate to maintain low rate charges in Whitehorse, where rates are currently equal third lowest in metropolitan Melbourne of 29 councils.

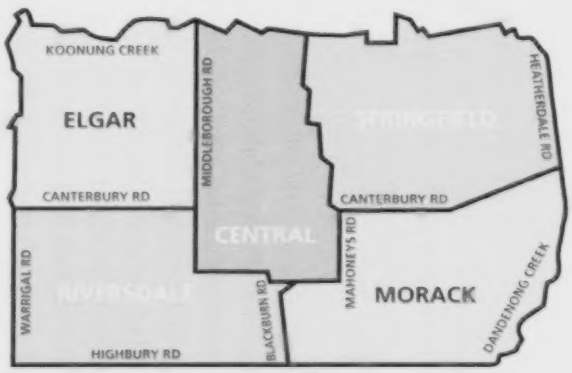
Cr Ben Stennett
PO Box 120, Nunawading
3131
Phone: 9872 3069
ben.stennett@
whitehorse.vic.gov.au

Official Council appointments:

- Councillor representative on the Eastern Transport Coalition
- Advisory Committee for the review of the Chief Executive Officer's development
- Aqualink Box Hill Councillor Reference Group

Highlights 2012/13:

- I was pleased that Springfield ward was able to benefit from a number of successful capital works nominations in the Budget 2012/13, and also the additional and extensive consultation that took place this year.
- Council also purchased land at 21 Wattle Road, Mitcham, as well as acquiring the 'Junction Road' land in Nunawading, which can both now be preserved for the future.
- Having the works begin for the Mitcham and Rooks Roads grade separation was also pleasing but aware of local residents concerns about the potential disruption and impact.
- I thank residents for re-electing me for a third consecutive term.



About Whitehorse

Our Location
The City of Whitehorse is located just 15 kilometres east of Melbourne and covers an area of 64 square kilometres. The municipality is bounded by the City of Manningham to the north, the Cities of Maroondah and Knox to the east, the City of Monash to the south and the City of Boroondara to the west. Whitehorse's suburbs include Blackburn, Blackburn North, Blackburn South, Box Hill, Box Hill North, Box Hill South, Burwood, Burwood East, Forest Hill, Mitcham, Mont Albert, Mont Albert North, Nunawading, Surrey Hills, Vermont and Vermont South.

Our Residents
The 2011 Census data shows the estimated resident population for the City of Whitehorse is just over 159,000 and 57,200 households. There are 34% of couples with children, while couples with no children and lone person households comprise of the second most common household types at 24%. Single parent families are less common at 10% while group households (4%), other households (3%) and other family (1%) make up the remainder.

While most people (77%) are aged under 60, the City of Whitehorse has a lower proportion of pre-schoolers and a higher proportion of people at post retirement age than Greater Melbourne. Whitehorse has a median average age of 39 compared to 36 for the rest of greater Melbourne. In 2011, 22% of residents were aged over 60 years, including 9% aged over 75 years. Current forecast data suggests that the number of people aged under 15 will decrease slightly (around 2.6%) and the number of people aged over 65, is forecast to increase by around 18%.

Whitehorse is a diverse community, with a third born overseas and 27% coming from countries where English is not the first language. More than 110 languages are spoken by residents in the city. The most common languages other than English are Mandarin, Cantonese, Greek, Italian, Vietnamese, Hindi, Sinhalese, Chinese and Punjabi. All languages except Italian and Greek experienced a growth since 2006.

The Whitehorse community is a highly engaged community, with 21% reporting they undertake come form of volunteering. This is higher than greater Melbourne, which is 16%.

Our History
The City of Whitehorse was proclaimed in December 1994, following the amalgamation of the former cities of Box Hill and Nunawading. The birth of the city reunited the suburbs that formed the original Shire of Nunawading more than 100 years ago.

The municipality derives its name and logo from a white horse statue, dating back to the 1850s, that adorned the front entrance of the city's first hotel the White Horse Inn. The statue's history is bound up with a temperance campaign. In 1920, the year prohibition officially came into force in the United States, local option polls were undertaken and the Nunawading district, which included Box Hill, was one of only two in Victoria that voted to completely ban liquor licensing. As a result, the White Horse Inn, opened in 1853, was forced to cease trading. It became a boarding house until 1933 when it was demolished. At that time the owners donated the old hotel's symbol, the white horse statue, to the city and it was erected on the former site of the hotel. The white horse symbolises the city's identity and appeared on the former City of Box Hill's coat of arms.

Tom Roberts, one of Australia's greatest landscape painters, came to Box Hill shortly after returning from a trip to France and Spain, where he had fallen under the spell of the impressionist movement. He was determined to capture the play of light and shade in the Australian countryside and was attracted by the open country that surrounded Box Hill. He was joined by several of Australia's most famous artists from 1885 to 1888.

Roberts and his friend and fellow painter, Frederick McCubbin, dissatisfied with the conservative approach to landscape painting which existed in most of Australia's art schools, chose Houston's Farm at Box Hill. They were soon joined by a number of other artists including Arthur Streeton, Louis Abrahams, Charles Colder, Jane Sutherland, Tom Humphrey and John Mather.

The City of Whitehorse has an impressive art collection containing a total of nine works by members of the Box Hill Artists' Camp, including McCubbin, Roberts and Streeton.

Our Logo
The city's logo is modelled on the knight, which is one of the most powerful and flexible pieces in the game of chess. The significance of the white horse emanates from the historical and mythological representation of strength, courage and fertility. The symbol of the white horse in Celtic mythology comes from the Goddess Epona (Gaul), Macha (Eire) and Rhiannon (Britain), each a guardian of good fortune 'for monarch and tribe'. In astrology, the white horse characterises freedom, strength and growth.

Our Services and Facilities
Whitehorse Council provides more than 100 high quality services and facilities across a range of areas including community services, environmental services, customer services, health and wellbeing, planning and building, parks and gardens and more.

Our Assets
The City of Whitehorse has a broad base of infrastructure assets that provide services for our community. More than 700 kilometres of roads, 1300 kilometres of footpaths, 824 kilometres of stormwater drainage network, 375 buildings and facilities, including early childhood and maternal care, leisure and recreation, community and cultural facilities, 60 sports fields, 169 playgrounds and 75,000 street trees as well as extensive bushland and parkland.

Our Staff
Council values its staff and the contribution they make to the organisation and the wider community. Council's workforce is approximately 1206 employees, many of these in part-time roles. As at 30 June 2013, there were 696.09 Equivalent Full-Time (EFT) positions. Whitehorse has a high percentage of staff who live locally with approximately 41.39 per cent of the workforce (488 staff members) living in the municipality.

Our Features
Whitehorse is characterised by quiet tree-lined residential streets (with some areas dating back to the 1940s); a wealth of parks, gardens and natural bushland reserves; a range of bustling shopping centres, many arts and cultural opportunities; and sports and leisure facilities.

The Whitehorse community has access to an extensive public transport system with trains, trams and buses all widely serving the area. Whitehorse boasts some of the region's leading educational, medical and leisure facilities and is home to the largest high technology precinct in eastern Melbourne, placing it at the cutting edge of the telecommunications, multimedia and information technology industry. Whitehorse also has a $6 billion local economy generated by 60,000 local jobs and 8000 local businesses.

Our Local Attractions
Whitehorse has many attractions for its residents and visitors to discover and experience including:

- Box Hill Town Hall which is a vibrant hub for Whitehorse community groups incorporating an accredited art space to display Council's comprehensive art collection and a convenient meeting place for local businesses.
- The Whitehorse Centre, the city's premier arts and cultural centre, attracts thousands of theatre lovers each year. The professional theatre and music season showcases some of the best professional theatre from

around the country at the centre.

- Schwerkolt Cottage and Museum Complex in Mitcham is a heritage-listed pioneer's stone cottage in a garden setting surrounded by 2.25 hectares of bushland. This popular attraction is open to the community on weekends.
- The Box Hill Community Arts Centre is an artistic and cultural hub and home to a wide variety of local arts and community groups. The centre offers art and craft classes, an exhibition space, art shop and community meeting space.
- Blackburn Lake Sanctuary is one of the area's most important environmental assets and is regarded as one of the most significant bird refuges in metropolitan Melbourne.
- Sportlink Vermont South, Aqualink Nunawading and Aqualink Box Hill are recreational facilities that attract thousands of people each week.
- An outstanding range of community events and festivals, including Australia Day celebrations, the annual Spring Festival, Whitehorse Carols, Global Fiesta and Swing Pop Boom! music series are held at various locations across Whitehorse.

Office and Contact Details
Council's main administration office and Customer Service Centre is located at:

Whitehorse Civic Centre
379-397 Whitehorse Road,
Nunawading Vic 3131
Hours: Weekdays 8.30am-5.30pm
Cashiers open for payment weekdays 8.40am-5pm

Other service centres are located at:

Box Hill Town Hall
1022 Whitehorse Rd,
Box Hill Vic 3128
Hours: Weekdays 9am-5pm

Forest Hill Chase Shopping Centre
Level 2 (T275)
Canterbury Road,
Forest Hill Vic 3131
Hours: Weekdays 9am-5pm,
Saturday 9am-12pm

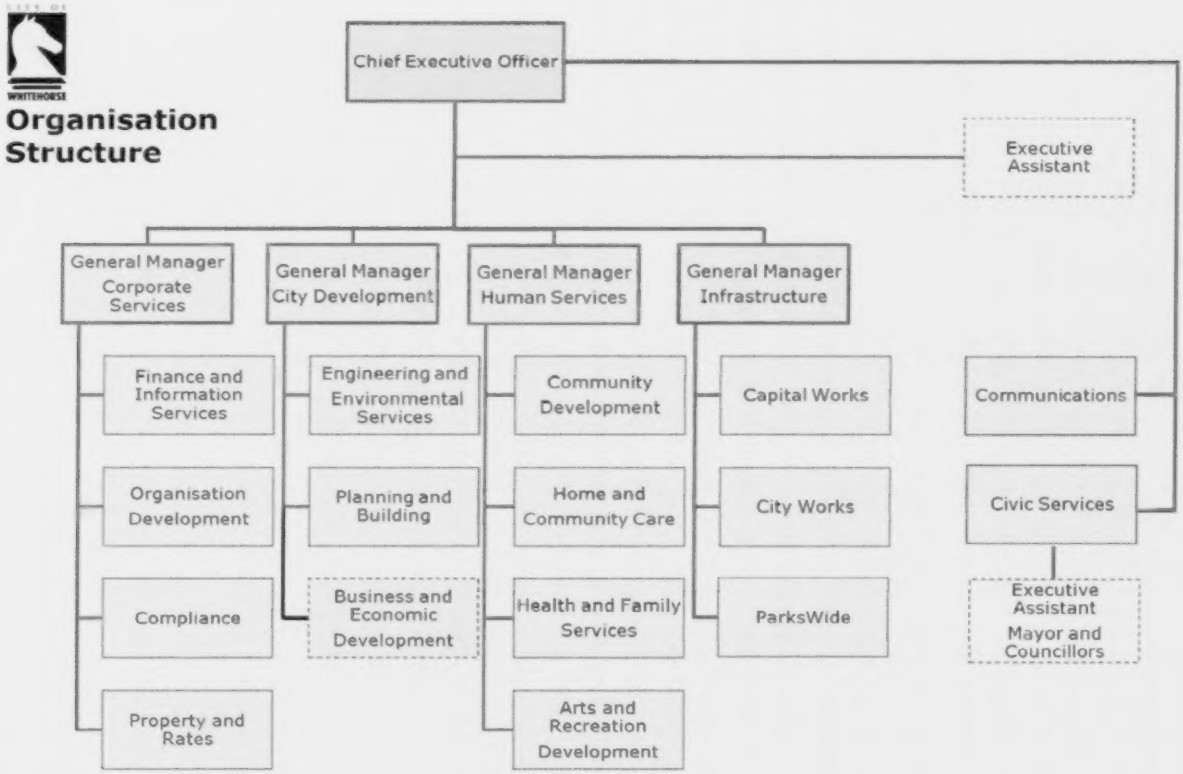
Council's postal address is:
Whitehorse City Council
Locked Bag 2,
Nunawading DC VIC 3131

Phone: 9262 6333
Fax: 9262 6490
TTY: 9262 6325(Service for deaf or hearing impaired people)
TIS: 131 450 (Telephone interpreter service. Call and ask to be connected to Whitehorse City Council)

Email:
customer.service@whitehorse.vic.gov.au

Website: www.whitehorse.vic.gov.au

Our Organisation



Executive Management Team

Whitehorse City Council's Executive Management Team (EMT) comprises the Chief Executive Officer (CEO) and four General Managers who are responsible for the following divisions:

- Executive Services
- Corporate Services
- City Development
- Human Services
- Infrastructure

Executive Profiles

Noelene Duff
Chief Executive Officer

Prior to joining Whitehorse City Council in 2000, Noelene was Director of Customer Services at the City of Monash and has held management roles in Victorian state and local government including Senior Policy Advisor for the Department of Premier and Cabinet and the Department of Human Services. Her early career was as a Social Worker in local government, as well as the community and non-government sectors.

Noelene has a Master in Business, Graduate Diploma in Business, Bachelor of Social Work and Bachelor of Arts. Professional roles have included President of Local Government Managers Australia (LGMA), the national peak body for Local Government Managers, President of Local Government Professionals (LGPro), the Victorian association for local government professionals. She is also a Fellow of the Australian Institute of Company Directors (AICD), the Institute of Public Affairs Australia (IPAA), Australian Institute of Management (AIM), LGMA and LGPro. Noelene is a board member of the Box Hill Institute and Audit Advisory Committee and has also had the privilege to serve as Vice President of the International City/County Managers Association based in Washington from 2009-2012.

Areas of Responsibility: As CEO, Noelene is responsible the overall management and performance of the organisation. Four General Managers report to her and she is directly responsible for the Civic Services and Communications Departments.

Highlights of 2012/13

- Excellent achievements in managing the city's infrastructure.
- Excellent outcomes from the city's and the state government community survey.
- Successful orientation program for Councillors to assist planning for this term.

Challenges Ahead

- Continuing to respond to increasing service demands within limited resources.
- Managing our ageing assets.
- Diminishing financial support from other levels of government.

Peter Smith
General Manager
Corporate Services

Peter came to Whitehorse City Council in July 2007 following nine years at Telstra and most recently as General Manager, Finance. Prior to this, he held various corporate and financial roles with Eastman Kodak Asia Pacific in Tokyo and Kodak Australasia.

Peter has a Bachelor of Commerce from Melbourne University and is a registered CPA with the Australian Society of Accountants. He is also a Graduate Australian Institute of Company Directors.

Areas of Responsibility: Finance and Information Services, Organisation Development, Compliance (Community Laws and Parking) and Property and Rates.

Highlights of 2012/13

- Successful implementation of a new automated occupational health and safety system and updating of Council's GIS mapping system
- Parking monitoring and service initiatives including introduction of a monthly parking option, extended monitoring hours, and cost savings from outsourced meter money collection.
- Successful completion of an integrated planning process that incorporated the annual budget, four-year Council Plan and 10-year Council Vision.

Challenges Ahead

- Growing compliance and legislative obligations including emerging emergency management responsibilities
- Ensuring cost efficient and effective capability that meets increasing service demands
- Equitable and sustainable long-term funding for major community assets requiring redevelopment
- Development of a register of Council property leases.

Julie Reid
General Manager City Development

Julie joined Whitehorse City Council in January 2009. Prior to joining Council, she worked at a number of councils in Victoria, New South Wales and the United Kingdom including the City of Bayside, City of Westminster (UK), Lancashire County Council (UK), Wollondilly Shire Council, Gloucester Shire Council and the City of Berwick. She has extensive experience in land use and environmental planning, strategy and policy development.
Julie has a Bachelor of Arts (Urban Studies), Master of Planning, Graduate Diploma of Management (Distinction). Julie is a Certified Practising Planner with the Planning Institute of Australia and a Board Member of the Victorian Planning and Environmental Law Association.

Areas of Responsibility: Planning, Building, Engineering and Environmental Services, Business and Economic Development.

Highlights of 2012/13

- Delivery of $11.6 million worth of capital works related to roads, footpaths, traffic management treatments and urban improvements.
- Commencement of the Housing and Neighbourhood Character Review
- Implementation of key actions in the Waste Management Plan
- Review of the Economic Development Strategy.

Challenges Ahead

- Seeking funding to support Box Hill Central Activities Area
- Implementation of the state government's new Residential Zones.

Terry Wilkinson
General Manager Human Services

Prior to joining Whitehorse City Council in 2003, Terry had extensive experience working in the Human Services area of local government with positions at the City of Maroondah and the Shire of Yarra Ranges. She has also worked in not-for-profit child and family support agencies.

Terry has a Master of Business Administration, Graduate Diploma in Business Administration, is a Fellow – Local Government Professionals and is a Graduate of the Australian Institute of Company Directors.

Areas of Responsibility: Home and Community Care, Arts and Recreation Development, Community Development, Health and Family Services and Library Services.

Highlights of 2012/13

- Excellent festival and events season
- High customer satisfaction survey results received for Human Services
- Opening of the mulitpurpose area in the Box Hill Gardens
- Development of the Disability Policy and Action Plan, Diversity Policy and Action Plan and the Positive Ageing Strategy
- Completion of actions associated with the Early Years Plan and the Youth Plan
- Continued redevelopment of Aqualink Box Hill
- Increase service provision through the Home and Community Care service.

Challenges Ahead

- Ongoing advocacy for increased funding
- The implementation of the new children services regulations and the increasing costs for childcare
- Workforce planning – ensuring Council's Human Services has the right people with the right skills that can continue to deliver services for the community
- An ageing population and the increasing demand for services and support
- The change in funding arrangements for Home and Community Care services.

Phil Warner
General Manager Infrastructure

Phil joined Whitehorse City Council in 1995 and has held a number of different management positions within Council. Phil was appointed to his current position as General Manager Infrastructure in June 2003. He has extensive experience in local government management roles including Manager Strategic Projects and Manager Statutory and Development Services.

Phil has a Diploma of Environmental Science, a Graduate Diploma in Highway and Traffic Engineering and is a Graduate of the Australian Institute of Company Directors. Phil is also a member of the Australian Institute of Company Directors and a fellow of LGPro and the Institute of Public Works Engineering Australia.

Areas of Responsibility: Capital Works, City Works and ParksWide Departments and the redevelopment of Aqualink Box Hill.

Highlights of 2012/13

- Increase in recycling of materials following the upgrade of the infrastructure and changes to the operation of the Whitehorse Recycling and Waste Centre
- Compliance with Council's obligations under the revised Road Management Plan
- Managing the implementation of Essential Safety Measure and a range of regulatory responsibilities on Council buildings and building on Council land.
- Implementation of changes to improve Council's street sweeping program, particularly the management of the sweeping of streets with heavy leaf fall.

Challenges Ahead

- Implementation of a Whitehorse Asset Management System
- Preparing Council building assets to be able to withstand the impact of climate change.
- Investment in Council's existing assets to ensure that an appropriate level of service can be delivered to the community
- Managing stormwater and open space assets in challenging climate conditions
- Aqualink Box Hill redevelopment.

Our Staff

Whitehorse City Council values the contribution of its dedicated people in delivering more than 100 different services to 157,000 residents in the community. Our staff assists in managing Council assets valued at approximately $1.9 billion.

Council prides itself on providing a safe and enjoyable working environment, committed to ensuring the wellbeing of all employees while they achieve Council's objectives to the best of their ability.

Council's *Organisational Development Strategic Framework* and its *Collective Agreement 2012* are central to its human resource management strategies. The core values and standards of performance required by all staff are set out in the agreement highlighting teamwork, professionalism and a commitment to residents and customers.

Staff Profile:

- Full time: 397 (compared with 403 in 2011/12)
- Part time: 452 (compared with 436 in 2011/12)
- Casual: 357 (compared with 340 in 2011/12)
- Females: 792
- Males: 414

In 2012/13 there were 125 vacancies advertised for the organisation, the majority being vacancies from employees leaving the organisation or being promoted.

The turnover rate for Council staff overall was approximately 8.39 per cent.

Listening to Our Staff

Whitehorse City Council employees are consulted in a range of ways including committees, listening forums, team meetings and opportunity to participate in organisation wide working groups. An internal intranet service is a valuable communication tool. The Organisation Development Department developed a Consultation Plan which is now used for communication with employees.

The Whitehorse City Council Consultative Committee is an important consultation mechanism for the organisation comprising five delegates each of employees, union and management representatives who consult on a range of issues arising from the Collective Agreement, relevant legislation and industrial relations matters and seek to contribute to maintaining a cooperative, productive and satisfying workplace. The committee negotiated the *Whitehorse City Council Agreement 2012* and has overseen the implementation of the Agreement actions throughout the reporting period.

Extensive consultation mechanisms are also imbedded within the organisation for Occupational Health and Safety (OHS) processes.

Family Friendly / Work Life Balance

Whitehorse City Council strives to be an employer of choice and is committed to assisting employees in managing the balance between work, family and outside interests. Council's wide range of flexible work practices and family friendly provisions include:

- The ability to purchase additional annual leave
- Return to work on reduced hours (part time) after parental leave until children have reached school age
- Job-share arrangements to assist staff balance work and other responsibilities.
- Phased retirement
- Working from home
- Flexible hours arrangements
- Paid primary care giver (maternity – 18 weeks) and secondary care giver (paternity - 2 weeks) leave
- Assisting with the cost of childcare for out of hours meetings that employees are required to attend
- Carer's leave.

Equal Opportunity and Human Rights

Council is committed to providing a workplace free of all forms of

discrimination, bullying and harassment. It aims for equality of opportunity for all employees and ensuring that the principles of the *Human Rights Charter* are embedded in our employee policies, practices and culture.

The objective of Council's *Equal Opportunity* (EO) *Policy* and activities are to ensure there is no discrimination relating to the characteristics listed under the *Equal Opportunity Act 2010* such as race, colour, sex, marital status, parenthood, physical or mental impairment, age, religious or political affiliation. Further objectives include ensuring the workplace is free from bullying and harassment. The objectives and indicators of the EO Program continue to be monitored on an ongoing basis by the Equal Opportunity and Human Rights Committee that meets regularly to promote employee and management awareness, consider relevant issues and contribute to resolution and advice.

Learning and Development
Council encourages all employees to reach their full potential by pursuing and developing their career and professional interests. A range of formal and informal learning opportunities and development activities are provided. These have been identified in consultation with management and employees through Council's annual Performance Appraisal and Development Program.

These opportunities include:

- Corporate Training: learning and development which increases organisational capacity in management and skill development (e.g. professional development, leadership and self-awareness, computer skills and OHS)
- Departmental Training: specific training to improve and develop departmental or divisional service delivery (e.g. tailored team building and capacity or compliance requirements)
- Accredited Training: training which provides the participant with a nationally recognised formal qualification (e.g. Diploma of Management)
- Positional Training: specific training to perform the duties of the position
- Seminars/conferences: attendance at relevant conferences and seminars to assist with enhancing professional knowledge.
- Career Development: focusing on long-term career development and career planning (e.g. study assistance to pursue relevant tertiary courses and the use of traineeships to introduce new employees into the organisation while they study and developing employees for career progression within the organisation and the industry)
- Compliance Training: sessions relating to the welfare of staff such as Equal Opportunity, Human Rights Charter, Bullying and Harassment Prevention, Privacy, Fraud Prevention, Protected Disclosures and Freedom of Information.

Occupational Health and Safety and Work Cover
Whitehorse City Council is committed to providing a work environment that is safe and without risk to health and safety. Employee consultation in relation to OHS occurs on several levels. The Corporate OHS Consultative Committee is the main consultative mechanism however consultation also occurs via local OHS team meetings and is also integrated into other health and safety processes (e.g. Hazard Inspection, Risk Assessment).

OHS training is delivered on two levels. At the corporate level OHS training is delivered via the Learning and Development training calendar and operationally OHS training is delivered via individual department training plans.

Health and Safety Achievements in 2012/13:

- Increased the provision of WorkSafe Work Health Program to a progressive total of over 700 employees
- Implementation of RMSS Incident Reporting system

- Enhanced services to streamline volunteer OHS management, (communication, HR and training)

Working with Our Community

In pursuing its goals, Whitehorse City Council believes in and is committed to consulting and communicating with the community.

These actions form part of Council's values and ensure that members of our community are sufficiently informed and able to contribute to Council's decision-making processes.

Council regularly invites people who live, work or study in the municipality to provide feedback on ideas and plans. Council also carefully considers annual community surveys that offer a close look at Council's performance. This section reports on some of the ways Council has heard from its community to develop strategies and plans throughout 2012/13.

Community consultation
Council values the ideas and contribution provided by its local community and regularly seeks feedback on proposed plans and strategies. Council also has appointed advisory committees which provide regular feedback on the development of specific areas of work.
In 2012/13, Council invited the community to comment on the following matters through forums, surveys, online and written submissions, face to face meetings and submissions to Council's Special Committee meetings:

- Annual Combined Nursery Forum (ParksWide Nursery, Greenlink Nursery and Bungalook Nursery)
- Australia Day Civic Award Nominations
- Annual Parkland Community Forum
- *Annual Residents' Survey*
- Centre-based and family-based day care – Best Value Plan and Quality Improvement Plan
- *Bellbird Dell Fire Management Plan*
- Box Hill Skate Park design
- Box Hill Community Arts Centre's Water Project
- Box Hill Community Arts Centre and Community Hub tenant meetings
- Blackburn Bowls Club synthetic green replacement and shade structure
- *Budget 2013/14*
- Bushy Creek Reserve Path realignment
- Campbells Croft Abbey Walk Vegetation Action Plan
- *Environmentally Efficient Design* (EED) *Local Planning Policy*
- Forest Hill Reserve Cricket Nets
- Haganauer Athletics Track Infield components design
- Halliday Park play space upgrade
- Heatherdale Reserve installation of new sports field floodlighting
- Heritage Assistance Fund applications
- Kalang Wetland Development design
- Mayoral and Councillor Allowances review
- *Mitcham Station Precinct Built Form and Public Realms Guidelines*
- Mitcham Senior Citizens Centre relocation
- *MegaMile (west) and Blackburn Activity Centres Urban Design Framework*
- Metropolitan Transport Forum (MTF) survey as a member of the MTF
- Mont Albert Reserve Concept Plan
- Mont Albert Reserve Pavilion redevelopment design
- Morton Park west sports field upgrade
- Mountain View Cottage program review
- Planning application consultation forums undertaken as required
- Planning scheme amendments as required
- 2012 Parkland Community Forum
- Proposed road discontinuances
- Road and lane naming
- Surrey Park Pavilion construction of stairs and ramp
- Surveys at all Council events and festivals such as Spring Festival and the Whitehorse Carols concert

- Surveys at Council facilities including Schwerkolt Cottage, Whitehorse Centre and the Whitehorse Artspace
- Sporting Facilities Guide Review – stage 1
- Springfield East sports field floodlight replacements
- Springfield Reserve Pavilion Draft Management Plan
- Various playground upgrades – consultation with local residents and those who use the playgrounds
- Traffic treatments and parking changes
- Warm Season Grass Transfer at eight sports fields – consultation with affected clubs and associations
- *Whitehorse Business Mentoring Survey*
- *Whitehorse Built Environment Awards*
- *Whitehorse Community Road Safety Strategy*
- *Whitehorse Council Plan 2013 – 2017*
- *Whitehorse Council Vision 2013-2023*
- *Whitehorse Disability Policy and Action Plan*
- *Whitehorse Diversity Policy and Action Plan*
- *Whitehorse Municipal Public Health and Wellbeing Plan*
- *Whitehorse Housing and Neighbourhood Character Review*
- *Whitehorse Positive Ageing Strategy*
- *Whitehorse Responsible Gambling Policy*
- *Whitehorse Road Management Plan*
- *Whitehorse Waste Management Strategy 2011* – Bin Choice Survey, household waste and recycling bin changes.

Current community consultations can be found throughout the year on Council's website at www.whitehorse.vic.gov.au/Consulting-the-Community.html

Council has a number of community advisory committees that provide a more formal opportunity for community input. These committees include:

- Bicycle Advisory Committee
- City of Whitehorse Scholarship Committee
- Disability Advisory Committee
- Heritage Steering Committee
- Human Services Advisory Group
- Parkland Advisory Committees
- Reconciliation Policy and Action Plan Advisory Committee
- Visual Arts Committee.

What Our Community Thinks of Us

Whitehorse City Council uses the results from a range of surveys, including a Council commissioned *Annual Residents' Survey* to specifically measure resident satisfaction with Council's performance. The results of the survey is used to find areas for improvement, to help prepare the annual Budget and to plan for the future.

2012 Annual Residents' Survey
Whitehorse residents continued to be highly satisfied with the delivery of Council services, according to results of the *2012 Annual Residents' Survey*.

Council commissioned Nexus Research to conduct a community survey in November 2012.

Questionnaires were mailed to 1250 randomly selected Whitehorse residents with 365 completed surveys returned. This represents a 29 per cent response rate which is considered to be a good response for a survey of this type.

The same level of response was received in the two previous surveys conducted by Nexus Research in November 2011 and November 2010.

Of the residents surveyed, 90 per cent were satisfied with the overall performance of Council; while 95 per cent of the residents surveyed considered their quality of life to be 'adequate' or 'better' which is a 2% increase on the 2011 survey result.

Residents' Perceptions:

- **90%** - Overall satisfaction as adequate or better
- **96%** - Performance had stayed the same or improved
- **86%** - Satisfied with communication from Council
- **95%** - Quality of life considered adequate or better
- **94%** - Council's contribution important to their quality of life
- **92%** - Thought appearance of municipality has stayed the same or improved
- **84%** - Value for money of rates rated adequate or better
- **93%** - Would speak highly or indifferent about Council

10 Most Important Services (Listed in Preference Order):

- Household garbage collections
- Household recycling service
- Food safety monitoring practices
- Street lighting
- Footpath maintenance
- Safe and comfortable road surfaces
- Traffic management in residential street
- Maintenance of parks and open spaces
- Libraries
- General home care for older people

10 Most Satisfied Performance (Listed in Preference Order):

- Household garbage collections
- Household recycling service
- Immunisation services
- Libraries
- Safe and comfortable road surfaces
- Community sports fields
- Maintenance of parks and open spaces
- Natural Bush Areas
- Maternal and child health service
- Street sweeping/cleaning

It is important to note that satisfaction levels had improved or remained high for all services when compared to 2011.

Improvement was Noted for:

- Sport pavilions
- Activities at Aqualink Nunawading

Suggestions for Improvement for Next 3 Years:

- Traffic management
- Returning to two hard rubbish collections

- More transparency/communication
- Reduce/control high density
- More road/path/gutter/drain maintenance

Council believes that the annual community survey is an important consultation tool, with the results being used to identify service areas requiring improvement as well as providing input into Council's Budget and financial planning.

The November 2012 survey highlighted areas that had improved and areas that required some improvement. Council is committed to maintaining high satisfaction levels and committed to improving services thus ensuring the best possible services are provided Whitehorse residents.

A copy of the survey can be found on Council's website.

http://www.whitehorse.vic.gov.au/Residents-Survey.html

SECTION TWO

Highlights

Services We Delivered

Each year Whitehorse City Council provides more than 100 different services and programs for the community in areas such as aged care, children, family and youth, leisure, culture and the arts, community development, libraries, parks and open space, community festivals and events, waste and recycling, roads, drains, footpaths and other infrastructure. This section provides a summary of some of Council's services (listed alphabetically) that were provided throughout 2012/13. Complete departmental reports begin on page 73 of this annual report.

Arts and Culture Services
Services Provided: A program including performing arts and functions at the Whitehorse Centre, visual art classes and room hire at the Box Hill Community Arts Centre, management of Box Hill Town Hall including the Whitehorse Artspace and exhibition program, Schwerkolt Cottage and Museum Complex and heritage site management, free events, markets and major festivals.

Services Delivered in 2012/13:

- Box Hill Community Arts Centre – 66,924 visitations: school holiday program 1975 participants; youth courses and workshops 270 participants; adult courses and workshops 756 participants; children's courses and workshops 844 participants; art parties 494 participants
- Whitehorse Centre: 16,573 patrons attended professional theatre and midweek season performances
- Council managed festivals and events: 44,000 attendees
- Council supported festivals: Chinese New Year 70,000 attendees, Moon Festival 30,000 attendees
- Whitehorse Art Space: 7738 visitors
- Box Hill Town Hall: Town Hall 113,268 attendees, Community Hub 54,382 attendees, Minor Hall 20,958 attendees
- Heritage Week Festival: 1040 attendees
- Schwerkolt Cottage and Museum Complex: 3300 attendees.

Business and Economic Development
Services Provided: Support business development and growth, contribute to strategic planning and policy development, encourage investment attraction and business sustainability, coordinate networking and strategic business partnerships, provide research and information and assist in the promotion of local businesses.

Services Delivered in 2012/13:

- More than 1100 Whitehorse businesses registered with the online Business Directory
- More than 2000 businesses registered to receive information on business services and programs
- Local business participation at Whitehorse Business Group business networking events
- Businesses nominated for the Whitehorse Business Awards Program and four businesses nominated for the Melbourne's South East Regional Business Awards
- Whitehorse Business Week attracted audiences of more than 900 business representatives
- Boost Your Business attracted more than 200 businesses representatives
- Whitehorse Tertiary Business Skills Program included students from Deakin University, Box Hill Institute and the local community
- Bi-monthly business mentoring sessions offered to local businesses and trader associations
- Mobile Business Centre visitations facilitated at Box Hill and Nunawading attracted more than 20 mentoring sessions and 40 business and trader associations
- Promoted Council's Think Local Buy Local, Fair Trade and Festive Window campaigns

- Hosted eCommerce for Growth program through a state government funding grant
- Marketed the *Whitehorse Investment Prospectus Whitehorse Discover the Advantage* to promote investment opportunities in Whitehorse
- Participated in regional activities to promote Whitehorse as a place to work, live, play and invest
- Established the MegaMile Business Association through the completion of the MegaMile Marketing Plan
- Completed Victoria Police Fraud Protection workshop attended by over 40 retail businesses.

Capital Works
Services Provided: Capital budget development, performance monitoring and reporting, asset management improvement program MAV STEP Program management, building construction project management and facilities maintenance including regulatory compliance.

- Services delivered in 2012/13:
- Presented 12 monthly capital works status reports to Council
- Led the development of the 2013/14 capital budget and a review of Council's five-year Capital Works Program
- Completed 44 major and minor building construction and renewal projects with a combined value of $6.8 million
- Responded to 2411 requests for building maintenance works
- Completed 4143 Essential Safety Measures inspections at 197 buildings on Council land
- Completed 821 scheduled maintenance inspections for pest control, gutter cleaning, auto doors, water treatment, height safety systems, asbestos management and removal at Council buildings
- Upgraded fire safety measures at 43 buildings
- Regularly inspected and cleaned roof gutters on 103 buildings
- Mechanical servicing of heating and cooling plant and exhaust fan systems at 96 sites.
- Rekeyed five buildings to Council's master key system.

City Works
Services Provided: Maintained sealed local roads, footpaths, kerb and channel, drainage pits, underground drains, shopping centres, shopping strips, street signs and street furniture. Provided new line markings, graffiti removal services, street sweeping, laneway clearing, cleaned public barbeques and public toilets, emptied street litter bins and collected dumped rubbish. Coordinated and carried out workshop repairs and maintenance of small plant and equipment and also managed fleet and vehicle replacements.

Services Delivered in 2012/13:
- In-house crew made safe 1001 concrete footpath slabs by removing trip hazards
- External contractors made safe 2511 concrete footpath slabs
- Renewal and replacement of 36,685 square metres of footpath
- Repaired 742 square metres of potholes and undertook minor road repairs using 99 tonnes of asphalt.
- Constructed 80 driveway asphalt treatments to assist resident vehicles entering and exiting their properties.
- Replaced or repaired 6971 signs throughout the municipality
- Washed and cleaned street and road signs in one third of the municipality.
- Line marked a quarter of the municipality
- Cleaned 3324 stormwater drainage pits and cleared 10,855 lineal metres of stormwater drains.
- Removed 44.62 tonne of waste from Council's 11 gross pollutant traps
- Responded to and managed 3419 drainage requests
- Responded to and managed 12,139 customer requests
- Responded to and resolved 969 requests to collect dumped rubbish and collected 100.86 tonne of dumped rubbish across the municipality

- Collected 538.06 tonne of rubbish from street and park litter bins (not domestic waste collection)
- Removed 2723.99 tonne of rubbish from kerbs and roads through programmed street sweeping
- Removed 1049.13 tonne of rubbish and leaf matter during the heavy leaf program between April and July
- Collected 144 dumped mattresses across the municipality
- Issued six graffiti removal kits and offered 23 litres of paint to residents and traders to assist them in removing graffiti from their properties
- Council's Graffiti Removalist attended to 604 sites and removed 8292 square metres of graffiti from Council and private property
- Council's graffiti contractor and the Department of Justice Correctional Community Services Group attended to 514 locations and removed a further 11,517 square meters of graffiti from Council and private property
- After hours Emergency Response Duty Officers attended to 457 events.

Community Development
Services Provided: A range of initiatives to improve the wellbeing, social connectedness, capacity and strength of the community. This included social research, community profiling, policy development, strategic planning, capacity building, community strengthening, health promotion and other specific projects with an emphasis on working in partnership to develop and strengthen our community.

Services Delivered in 2012/13:
- Strategic coordination of more than 500 Council volunteers in partnership with other Council Service Areas
- Developed and delivered community events (Seniors Festival, Global Fiesta, Volunteer Recognition Afternoon Tea and Awards Ceremony, Volunteer Expo, Festival of Sport)
- Two Women's Forums
- Sorry Day flag raising ceremony
- Provided community grants in the form of cash and discount support to over 200 community groups
- Resourced and supported two Council advisory committees (disability and reconciliation) and worked with many community groups in the Whitehorse community
- Supported 10 neighbourhood and community houses
- Managed and distributed two Whitehorse Scholarships
- Participated in many partnership projects, committees, working groups and projects to support the development of local community groups and actions
- Delivered Community Safety Month initiatives
- Worked with two local housing estates
- Implemented four strategic plans that work towards improving the wellbeing of the Whitehorse community
- Developed and supported the local Whitehorse Volunteer Network
- Support to the Whitehorse Seniors group and the Senior Citizens Centres
- Support to the Whitehorse Interfaith Network.

Compliance
Services Provided: Administered a series of Acts, regulations and local laws to help maintain community safety and amenity that covers animal management, school crossing supervision, parking control, fire prevention and local law administration. The department also manages Council's Risk Management Program including insurances and the *Municipal Emergency Management Strategy* and *Council Business Continuity*.

Services Delivered in 2012/13:
- 1678 permits issued
- 803 infringement warnings issued
- 26,511 parking infringements issued
- Registered 19,385 pets
- Ran 10 formal group talks – ranging from International Student Association in Box Hill Institute, Adult Multicultural Education Service, Deakin University Safety Week Expo, at a number of local primary schools and neighbourhood watch groups
- Coordinated 93 supervised school crossings

- Fire hazard prevention – 217 Fire Prevention Notices were issued to property owners to reduce fire risk with five properties compulsorily cleared due to non-compliance
- Received approximately 28,782 phone calls, actioned 11,091 customer service requests and answered 12,683 pieces of correspondence
- Received 1590 after hours calls and attended 640 after hours requests for service
- Updated the Business Continuity and Crisis Management Plans and emergency management preparedness.

Design and Construction (Engineering and Environmental Services)
Services Provided: Design, construction and periodic maintenance of roads, drains, traffic treatments and special charge schemes; design, construction and revitalisation of urban public spaces, streetscapes and play space improvements.

Services Delivered in 2012/13
- Resurfaced and reconstructed 12 kilometres of local roads
- Rehabilitated and constructed 1350 metres of stormwater drains
- Conducted streetscape works in Blackburn Station Village, central Box Hill and Carrington Road in Box Hill
- Provided 170 public play spaces.

Engineering Assets
Services Provided: Strategic asset management of roads and drains, permits for building over drainage easements and asset protection permits. Consents for others to conduct work in road reserves and easements. Assessing applications for developments within flood areas, setting flood levels and drainage legal points of discharge. Streetlighting management and drainage enquiries and assessing development proposals and engineering designs.

Services Delivered in 2012/13
- 160 permits issued for building over drainage easements
- 900 permits for Asset Protection
- 550 consents for others to undertake work in road reserves and easements
- 80 flood levels determined for developments under the *Building Control Regulations*
- 450 stormwater points of discharge issued
- 100 per cent of electricity for street lighting was purchased as accredited GreenPower in 2012/13.

Health and Family Services
Services Provided: Maternal and child health, home-based and centre-based childcare, youth and family support, food safety monitoring, infection control, immunisation programs and preschool support.

Services Delivered in 2012/13:
- 5017 casual contracts and 1009 individual support clients supported by Council's Youth Services team
- Supported 6900 families during the year, including 1945 new mothers and their babies
- 30,000 maternal child health consultations including 300 lactation clinic consultations
- 50 new parent groups were held across the municipality
- 970 families supported by Council's childcare services
- Six parent information evenings held catering for more than 1000 families
- 232 special needs children and 110 federal government funded childcare services supported by Council's Inclusion Support Program
- 1618 food safety assessments conducted of commercial food outlets.
- 24,911 vaccinations to infants, school aged children and adults
- 307 health assessments of all local businesses registered under the *Public Health and Wellbeing Act* (ie hairdressing and beauty salons and businesses involved in skin penetration such as ear piercing and tattooists)
- 118 compliance assessments of tobacco retailers, eating establishments and licensed premises.

Home and Community Care
Services Provided: In-home and community-based services for frail older persons, people with a disability and their carers including meals, home care, personal care, respite care, home maintenance, transport services and social support programs and activities.

Services Delivered in 2012/13:
- A total of 111,482 meals were provided 25,320 meals to community groups, 3156 centre-based meals and 83,006 meals delivered to 703 residents' homes
- 147,835 hours of home support services, including domestic, personal and respite care was provided to 3573 residents.
- 29,302 hours of social support services and planned activity groups were provided
- 4584 hours of home maintenance provided to 1529 residents
- 14,605 journeys were provided to residents through Council's transport service.

Leisure Facilities
Services Provided: Leisure and recreation activities through five facilities: Aqualink Nunawading, Aqualink Box Hill, Morack Public Golf Course, Nunawading Community Centre and Sportlink Vermont South.

Services delivered in 2012/13:
- 709,012 attendances at Aqualink Nunawading
- 304,643 attendances at Aqualink Box Hill
- 101,083 golfers played at Morack Public Golf Course
- Approximately 90,000 attendances at Nunawading Community Centre
- Almost 292,000 attendances at Sportlink Vermont South.

Library Services
Services Provided: Provided library facilities through four locations: Blackburn, Box Hill, Nunawading and Vermont South. Our libraries provide access to print and electronic resources and programs, online resources and outreach services.

Services Delivered in 2012/13:
- Programs and activities including author talks, book circles, early literacy and children's programs
- Collections including youth, adult, recreational, reference, audio visual, community languages, magazines and newspapers
- Trained staff to assist with library users information requests
- Community information
- Technology including internet and online resources
- Study and recreational reading areas
- Community and training spaces
- Home Library Service
- Online access to library services.

Parks Planning and Recreation
Services Provided: Planned and developed policy for the sustainable management of open space, bushland reserves, parks, gardens, sports fields, sporting pavilions, off road trails and related infrastructure. Work in collaboration with various stakeholders including advisory committees, sporting clubs, sporting associations, community groups, residents, state government and government authorities.

Services Delivered in 2012/13:
- Planning for over 590 hectares of open space (more than 330 parks) owned and managed by Council
- Support to more than 140 sports and recreation clubs and approximately 14 parkland advisory committees.

ParksWide
Services Provided: Maintained open space, parks, gardens, recreation reserves, horticultural assets. Maintained and enhanced remnant bushland reserves, managed and maintained street and park trees, general parks and gardens maintenance and horticultural services. ParksWide also managed Council's nursery, sports fields as well as maintaining playgrounds and other items of open space infrastructure.

Services Delivered in 2012/13:

- 1650 trees planted, of which 1380 were street trees. Of all the trees planted, 867 were indigenous, 448 native and 335 exotic
- 28 indigenous corridors upgraded with a total of 37 streetscapes upgraded
- Approximately 30,000 street trees pruned and 3500 pruning requests completed
- ParksWide Nursery sold 37,148 plants
- ParksWide donated 1195 plants to local schools and community groups
- More than 27,000 indigenous plants planted, including 16,824 indigenous grasses, 5147 ground covers and 4410 shrubs
- $27m^3$ potting media donated to community nurseries Greenlink and Bungalook at a cost of almost $3000.

Planning and Building
Services Provided: Strategic land use planning and advice, planning scheme amendments, assessing planning permit applications and issuing building permits.

Services Delivered in 2012/13:

- Processed more than 1100 planning applications
- Answered more than 50,000 planning and building phone calls
- Received more than 10,000 customer service requests
- Issued more than 300 building permits, over 500 sighting reports and consent applications and over 1000 building enforcement actions.

Property and Rates
Services Provided: Upgraded the GIS servers and implemented the Weave GIS application. Completed asset valuations for all Council-owned land and building assets. Designed and developed the A3 rate notice for the 2013/14 financial year. Completed a review of all non-rateable property within Whitehorse.

Services Delivered in 2012/13:

- Upgraded the GIS servers and implemented the Weave GIS application
- Completed asset valuations for all Council owned land and building assets
- Designed and developed the A3 rate notice for 2013/14
- Completed a review of all non-rateable property within Whitehorse.

Recycling and Waste Centre
Services Provided: A safe and clean facility to dispose of waste and recyclable materials.

Services Delivered in 2012/13:

- 72,1000 tonnes of waste to the site
- 32,798.22 tonnes was carted to landfill
- 870 tonnes of clean cardboard and paper separated and recycled
- 1323 tonnes of scrap metal collected and recycled
- 52.8 tonnes of glass collected and recycled
- 52 tonnes of batteries separated and recycled
- 420 kilograms of aluminium cans separated and recycled
- 2110 tonnes of clean concrete were separated and carted off site
- 15,000 tonnes of clean green waste separated, chipped and carted off site by Bark King
- 4250 mattresses separated and recycled
- 20,900 litres of used engine oil recycled.
- 1320 tyres recycled
- 32 tonnes of non-ferrous metal recycled
- 5320 litres of used cooking oil collected and recycled.

Recycling and Waste
Services Provided: Collected garbage, recycling and garden organic bins and hard waste collections as well as workshops, incentive programs and recycling services for energy, water and waste conservation.

Services Delivered in 2012/13:

- Collected 18,139 tonnes of recyclable materials including 11,953 tonnes of paper and cardboard, 4444 tonnes of glass, 1252 tonnes of plastics, 90

tonnes of aluminium, and 400 tonnes of steel cans
- 6861 mattresses from hard waste collection
- Collected 169.7 tonnes of whitegoods, scrap metal and electronic goods for recycling from the ring and book hard waste service
- Facilitated the Sustainability Street community program in three geographical hubs and implemented the Do It Yourself program
- Provided financial rebates to 13 households that installed solar hot water systems, 98 households that installed solar panels, 7 households that installed water tanks and 70 households that implemented home composting systems, 4 households that installed swimming pool covers and 3 local businesses that introduced fair trade products in their range
- Developed and conducted community forums and workshops covering issues such as energy saving measures in homes and businesses and sustainable gardening.

Transport
Services Provided: Traffic and transport engineering services, road safety programs, sustainable transport programs.

Services Delivered in 2012/13:
- Investigated and responded to
- 816 traffic customer service requests
- 106 traffic speed and volume counts
- 250 temporary road closure permits
- 156 planning and building permit application referrals
- Delivery of 46 school-based programs regarding road safety, sustainable transport and active transport
- Placement of Council's 6 speed observation trailers in 253 locations.

Major Projects

Whitehorse City Council was able to deliver a significant number of major works across the municipality. Council's *Long-Term Financial Plan* ensured Whitehorse was able to continue its major Capital Works Program.

Some of Council's major projects for the 2012/13 year include:

Aqualink Box Hill Redevelopment
The Aqualink Box Hill (AQBH) redevelopment has continued to progress well with the new facility well on track to open in December 2013.

Construction of the new facility begin following demolition of the old facility and marking the occasion with the turning of the sod by Whitehorse Mayor Councillor Mark Lane in July 2012.

The initial construction phase involved establishing the in-ground services infrastructure and extensive concrete works for both the indoor and outdoor areas, including pouring concrete for all of the swimming pools.

Following this, the shell of the AQBH redevelopment began to take place with construction of wall and ceiling framing and pouring concrete for the first floor and tiling of swimming pools and wet areas throughout the facility.

From early 2013, the swimming and leisure areas of AQBH became recognisable and despite inconveniences to Aqualink members and public caused by construction, the community excitement about the facility increased.

Box Hill Gardens Redevelopment
The Box Hill Gardens now provides a new multipurpose space that can be used by the community for recreation, performances and small events.

Boasting an outdoor basketball court, a rebound wall for tennis and cricket, a netball hoop, outdoor table tennis and the opportunity for volleyball and badminton nets, the space is freely available for visitors to enjoy at all times.

Public toilets, tiered seating and a shade shelter have also been built to enable people to enjoy as much time as possible at the gardens.

The entire project is valued at $1.5 million with $200,000 provided through the state government's Community Works Program and $1.3 million provided by Council.

Work on the redevelopment of the Box Hill Gardens came from the development of the Box Hill Gardens Master Plan that was adopted by Council in 2011.

The Box Hill Gardens Master Plan was developed to provide a long-term plan for the gardens and saw lengthy consultation with the community and hard work from Council to identify ways in which Council could improve the gardens as well as ways to make it more accessible and enjoyable for the entire community.

Springfield Park Pavilion
A vibrant hub for the community has been created at Springfield Park Pavilion following the completion of a redevelopment that replaced seven obsolete buildings with one large multi-purpose pavilion.

The new pavilion boasts four change rooms and amenities (to service the two sports fields), a flexible design to include a retractable divider between two of the change rooms to enable expansion into a multi-purpose room, kitchen, first aid room, public amenities, umpires room, timekeepers room and internal and external storage.

The overall design and construction of the pavilion incorporated many environmentally sustainable design principles and other sustainable features such as:

- The building's north facing orientation and large roof line captures the winter sun through double glazed windows to

retain warmth and keep the building cooler in the summer

- Highlight windows that can be opened in conjunction with sweeping fans to remove hot air in summer
- Extensive tiling near the glazed windows facing the sports fields helps to retain heat in winter, and provides a hard surface around the servery
- Thermal spacing between the insulation and the roof assists with thermal control in winter and summer
- Sensor LED lights have been used throughout the building to save energy
- Water tanks (22,000 litre) collect from the large roof area for toilet flushing
- 10kW solar panels
- Recycled plastic bench seating in change rooms.

The brick wall barrier around the pavilion was also constructed out of recycled bricks from the old buildings.

The entire project was valued at $2.6 million, including $500,000 provided by the state government.

Heatherdale Reserve Floodlighting
New training lights installed at Heatherdale Reserve will be of major benefit to local football clubs.

The lights were established to improve training conditions for clubs based at the ground at a cost of $210,000, including $95,000 from the state government.

Heathmont Jets Junior Club and St John's Mitcham Junior Football Club use the facility for all junior training during the winter months. The improved floodlighting enables night training sessions for the football clubs who use the reserve.

Council is committed through the Whitehorse Recreation Strategy to not only provide opportunities to participate in sports, but to also help foster a stronger community through developing opportunities for residents to make connections, networks and support others.

Major Capital Works

A comprehensive Capital Works Program was a key feature of Council's $148 million Budget 2012/13 of which $49 million was expended including:

$25.87 million to Upgrade Buildings Throughout the City
Key features:

- $20.05 million for Aqualink Box Hill redevelopment
- $1.00 million for Springfield Reserve Pavilion
- $326,000 for sustainable and renewable energy initiatives
- $254,000 for City Oval Box Hill redevelopment.
- $133,000 for Mont Albert Reserve Pavilion

$7.38 million for Roads, Footpaths and Traffic Management Improvements
Key features:

- $2.07 million for renewal of damaged and worn footpaths and the provisions of crossings for people of all abilities and those with prams
- $2.00 million for upgrading and resurfacing local roads
- $637,000 for bike path improvements
- $575,000 for Rose Street reconstruction
- $404,000 for Hawkins Avenue and Edgoose Avenue reconstruction
- $272,000 for traffic management and road safety improvements.
- $60,000 for sustainable and renewable energy initiatives

$4.34 million for Park, Sports Field and Playgrounds
Key features:

- $1.53 million for Box Hill Gardens redevelopment
- $478,000 for Morton Park West Oval reconstruction
- $348,000 for playground upgrade program
- $248,000 for Morack Golf Course
- $210,000 for Heatherdale Reserve sports field floodlighting

$3.60 million for Urban Improvements
Key features:

- $2.06 million for the Box Hill Central Activities Area
- $502,000 for Nunawading Retail Precinct Station Street
- $463,000 for Blackburn Station Village.
- $230,000 for MegaMile improvements on Whitehorse Road

$1.81 million for Drainage Improvements, $350,000 for Street Trees
Key features:

- $571,000 for drainage rehabilitation and pit replacement
- $454,000 for future drainage upgrades
- $351,000 for the continuation of Council's street tree planting program in line with the Street Tree Policy.

Sustainability Initiatives

Whitehorse City Council recognises the importance of taking local action to ensure we live in an environmentally sustainable community and takes active steps to address climate change, peak oil, and to manage our waste sustainably. Council has a suite of strategies and action plans to complement and support the *Whitehorse Sustainability Strategy 2008-2013: Our EcoVision* which outlines Council's sustainability agenda for the five-year period. The following services and programs were provided:

Note: Sustainable Business and Sustainable Communities are combined under Education and Community Engagement below.

Climate Change, Greenhouse and Energy

- Implementation of the *Whitehorse Integrated Transport Strategy*
- *Implementation of the Climate Change Adaptation Plan*
- Completed a climate change vulnerability assessment of Council buildings
- Purchased 100 per cent GreenPower streetlighting
- Invited tenders for the installation of 5160 energy-efficient streetlights
- Purchased 25 per cent GreenPower for Council's larger buildings and facilities
- Increased Council staff usage of Metcards for business related travel to encourage the use of public transport
- Implementation of the Walking School Bus within seven Whitehorse primary schools
- Hosted sustainable transport events such as Walk to School Day, Ride to School Day, Whitehorse Spring Festival and bike maintenance courses
- Facilitated the Eastern Alliance for Greenhouse Action to implement a Solar Hot Water Program which assisted residents to obtain discounted solar hot water installations
- Provided 13 financial rebates for solar hot water systems and 100 for solar photovoltaic panels to residential homes
- Invested $101,000 to incorporate sustainable energy initiatives in Council buildings, including retrofitting to LED lighting at Vermont Library, Whitehorse Civic Centre and Operations Centre.
- Invested $94,500 to install solar power generation to produce a combined total of 30 kilowatts per hour.

Water Conservation and Quality

- Continued the Yarra Valley Water Showerheads Exchange Program with 194 showerheads exchanged for more water-efficient fittings
- Provided 7 financial rebates for the purchase and installation of water tanks and four for swimming pool covers
- Invested $94,500 in sustainable water initiatives in Council buildings, including three rainwater harvesting tanks at Vermont Library (15,000 litre connected to toilets,), Box Hill Library (40,000 litre connected to toilets) and Morack Public Golf Course (30,000 litre connected to toilets and golf cart wash bay)
- Continued to use rainwater and reclaimed water at the Jolimont Road Nursery to irrigate plants
- Continued to use rainwater to flush the majority of toilets at the Whitehorse Civic Centre
- Use of a soaker, a recycled product to soak up and clean oil and fuel spills, preventing it from washing into the storm water drainage and river systems
- Warm season grass transfer at sports fields – Eley Park, Elgar Park South East, Elgar Park South West, Surrey Park North West, Surrey Park North East (baseball diamond), Koonung West
- Conducted dry concrete grinding of raised footpath slabs as opposed to wet grinding
- Advocating for funding for the installation of water tanks into the neighbourhood and community

houses.

Resource Efficiency, Waste and Recycling

- Implemented key measures in the *Waste Management Strategy 2011* including the downsizing of 48,000 households rubbish bins to the new standard 80 litre bin, providing an additional 16,900 recycling bins and 5,100 garden organics bins to help reduce waste sent to landfill
- Increased diversion of waste from landfill from previous years and increased garden organics service
- Council continued to introduce or increase sustainable waste management practices at all major festivals
- Used recycled materials and products in the works program such as refurbishing existing pieces of equipment installed on streets rather than buying new equipment
- Conducted a Renew kerbside collection and Drop-Off Day to recycle unwanted but reusable household items. A total of 45,750 kilograms of items including textiles, household goods, books, small appliances, printer cartridges, televisions, computers and toys were collected. Almost 5870 households participated in the kerbside collection, averaging 7.79 kilograms per bin and 520 people came to the Drop-Off Day
- Continued a light globe recycling program and a household battery recycling program by setting up recycling bins/boxes at Customer Service Centres and the Whitehorse Recycling and Waste Centre
- Collected 18,139 tonnes of recyclable materials from the kerbside recycling collections
- Encouraged home composting through workshops and rebate programs. Provided 70 rebates to households that implemented home composting systems.

Our Natural Environment

- Replaced annual floral displays in Council's gardens with drought-tolerant perennials
- Sustainable landscape design integrated into the design and construction of public spaces, particularly water sensitive urban design
- Maintained Council's remnant bushland reserves
- Managed Council's horticultural nursery that produced 27,481 indigenous plants for use in gardens, parks and other Council assets and areas.

Buildings, Infrastructure and Planning

- Implemented local *Environmentally Sustainable Design Policy* to encourage sustainable development in the municipality
- Invested over $194,000 to incorporate sustainable energy and water initiatives in Council buildings
- Recognised high achieving sustainable design through Council's *Sustainability Awards.*

Education and Community Engagement

- Developed and implemented Sustainable Living Week with 18 community events that were well attended by more than 700 people, four community groups and 23 schools and addressed topical and practical issues on how to live more sustainability
- Continued a series of community workshops, events and activities throughout the year, including resource efficiency workshops and behaviour change training to implement community objectives
- Continued the Sustainability Street program including the Do-It-Yourself Model and Train-The-Mentor Program. There are four Sustainability Street Groups in Whitehorse – Blackburn, Box Hill, Mitcham and Vermont South
- Recognised local businesses, homes, community groups and schools for their ongoing sustainability achievements as part of Council's annual Sustainability Awards
- Supported two local schools to

participate in the Australian Sustainable Schools Initiative Program
- Developed and ran Fair Trade Fortnight with events aimed to raise community awareness and purchase fair trade products. Three local businesses received rebates for introducing fair trade products into their range.
- Community forums and workshops covering topics such as sustainable gardening, sustainable transport and water and energy efficiency
- Minimise paper handouts at events.

Sustainability Policy, Leadership and Reporting

- Through the contract and tendering process, contractors with sustainable initiatives are preferred across Council's operations
- Continued implementation of Council's Greener Office Program, including the use of fair trade products
- Engagement of Council staff to become EcoLeaders and implement sustainability projects across Council
- Continued implementation of paperless e-learning programs for various training programs
- Increased eNews distribution to promote Council activities
- Continued use of the Mercury electronic online system for job applications and employment information
- Greater utilisation of electronic document management system for job files
- Continued use of Council letterhead and Council publications produced from 100 per cent recycled paper, using 100 per cent renewable energy, waterless printer using vegetable oil based inks
- Continued use of 100 per cent recycled paper envelopes for the majority of Council's business-sized envelopes
- Continued use of 100 per cent recycled toilet paper used exclusively in all staff toilet blocks at the Whitehorse Civic Centre
- Using business cards produced from 100 per cent recycled paper
- Continued producing publications in 100 per cent recycled paper using 100 per cent renewable energy and preferring waterless printing using vegetable oil based inks
- Insure officers turn their computer screens off when leaving the office
- Green purchasing where possible.

The detailed financial sustainability of Council is available in the full financial report from page 132.

Disability Initiatives

Disability Policy and Action Plan 2012-2016

People with a disability are active and vibrant members of the Whitehorse community who make significant economic and social contributions to the local area. Whitehorse City Council recognises that people with a disability continue to experience barriers that may prevent the full realisation of their rights as equal members of the community. Council has legislative obligations to promote the rights of people with a disability to participate in the life of the community as equal and valued members of society.

The purpose of the *Disability Policy and Action Plan* is to provide a strategic framework that guides Council's actions across the organisation, in the community, in partnership with key stakeholders and as an advocate for the rights of people with a disability and/or mental illness. Through extensive community consultation, review of research, legislation and policy directions, Council identified that following five priority areas that will guide actions between 2012-2016.

Changing Attitudes

Council will promote the inherent dignity and respect for all people living in the Whitehorse community regardless of difference. Council will continue to raise awareness of the challenges facility people with a disability, as well as building the capacity of its organisation and the broader community to be responsive to the needs of people with a disability.

Achievements:

- Updated publicly available demographic information in line with the Census data updates
- Worked in partnership with Scope and Knox City Council as part of the Business Inclusion Group. The development of the 'Grow your business, Grow your community' brochure provides businesses with simple and cost effective tips for greater access
- Council partnered with DAGER, EACH, Federal Department of Human Services - Centrelink, Migrant Settlement Committee and the Communities Council on Ethic Issues to host the Disability Voices Forum. A total of 51 staff members from community and disability organisations attended the Disability Voices Forum to explore barriers and good practice approaches as well as developing knowledge of the services available in the community to meet the needs of people with a disability from CALD communities
- 150 young people and service providers attended a Whitehorse Young People's forum to explore Mental Health and its impact on the lives of young people.

Social Connectedness

Council will strive for equitable access and inclusion of people with a disability in all Council services, programs and activities that support people with a disability to participate in the life of the community. Council will work in partnership with local disability service providers, community organisations and businesses to build up the social experiences and connections of people with a disability and their families within our communities. Where actions fall outside the responsibility of Whitehorse City Council, we will advocate to relevant organisations, state and federal government departments on behalf of people with a disability, their families and carers.

Achievements:

- In partnership with Scope and Access All Abilities - ERLS, Council hosted the Festival of Sport at Sportlink Vermont South which provides opportunities for the approximately 200 people who attended the day to try a range of sporting activities and to connect with local and state sporting associations.
- Participating in a regional Prevention of Violence Against Women initiative with a particular focus on women with

a disability has seen Council take an active role in the following initiatives:

- Women with a Disability Victoria is developing a 'Gender and Disability Training Package' to be delivered in all Department of Human Services and funded services. Council's MetroAccess Development Officer was invited to be a member of the Gender and Disability Advisory Group to oversee the projects development.
- Council officers have been engaged in the development of the Regional Preventing Violence Against Women Plan and part of the Eastern Region Family Violence Network working group.
- Home and Community Care staff at Mountain View Cottage have commenced person centred practice training as part of the broader Active Support Model Initiatives and Mountain View Cottage Implementation Plan.

Information and Communication
Council will continue to develop, promote and provide information that is accessible to people with a disability, facilitating opportunities and addressing any barriers that prevent people with a disability communicating with or receiving information from Council.

Achievements:

- Commenced an internal project to explore the accessibility of Council event venues. The initial phase of this project looks at the accessibility of five community event venues, the information gained will be developed into an internal Event Planning Handbook
- The Whitehorse Disability Advisory Committee (WDAC) is an advisory committee to Council providing strategic advice on a number of plans, strategies and developments with respect to the impacts on the lives of people with a disability and their families. WDAC has held a key role in the development of the Whitehorse Disability Policy and Action Plan and has an integral role in monitoring the implementation of the Plan. Strategic input has been sought from the WDAC in relation to the following Council plans, strategies and developments:
  - Diversity Policy and Action Plan
  - Healthy Ageing Strategy
  - Neighbourhood Character Study
  - Aqualink redevelopment

  In addition, the WDAC participated in providing feedback into Council's submission regarding the *Victorian State Disability Plan*
- The format of Council's Rates Notice has been reviewed to ensure that it is easy to read.

Accessible Built Environments
Council's commitment to planning for and improving access in the built environment will continue in relation to parks, signage, roads, footpaths, buildings and other facilities such as libraries and leisure centres that fall within Council's responsibility and sphere of influence.

Achievements:

- The capital works and maintenance programs continue to ensure compliance with relevant legislation and standards by increasing the accessibility of the footpaths, pathways, car parks, roads and bike paths in our community
- Commenced the *Building in Whitehorse – Promoting Access to Builders* Project. This project aims to enhance the capacity of builders, developers, renovators and property owners to understand recent changes to legislation and building codes relating to access to premises
- The development of the 'Marvelloo', a fully accessible mobile toilet facility with an adult hoist and change table, is a project lead by Maroondah City Council. Whitehorse City Council has taken up the opportunity to book the Marvelloo for upcoming community events.

Employment, Training And Employment

Council will continue work to understand and address the barriers experienced by people with a disability accessing paid employment, training and volunteering opportunities in relation to the opportunities available within Council and in the broader community.

Achievements:

- Council's volunteering policies have been reviewed in line with the recent legislation changes
- *Volunteering in Whitehorse and Get Involved* booklets promote Whitehorse volunteering opportunities for community members including people with a disability. This booklet has been distributed to Disability Service organisations within the City of Whitehorse
- Staff training:
    - Mental Health Awareness training program offered by NEAMI
    - Certificate IV in Access Consulting
    - Disability Awareness Training – Deb Whitecross Associates
    - Access to Premises Standards – Building Surveyor Industry Training
    - Deaf Awareness Training.

Advocating for the Community

Whitehorse City Council regularly lobbies the state and federal governments to secure funding for projects that have been identified as key priorities by the local community. These key priorities are determined by Council through various public consultation methods.

The information gathered assists Council in understanding the community's view on proposals, find out how widespread a particular concern is, plan for the future needs of the municipality and make decisions that are fair to the whole community.

Based on the input from this year's community feedback, Council continued to lead major advocacy campaigns to attract state and federal government support and funding for improved services and infrastructure.

Some of the major campaigns Council has been involved in over the past 12 months are:

- Continued funding for the School Focused Youth Services program
- Public transport issues through membership of the Eastern Transport Coalition and Metropolitan Transport Forum
- Upgrading the Box Hill Transport Interchange.

Continued Funding for School Focused Youth Services Program

Whitehorse City Council has taken a leading role with other councils in the eastern metropolitan region in advocating the state government for the continuation of the Schools Focused Youth Services (SFYS) program.

In November 2012, the state government announced that the SFYS would not continue in its current form beyond 30 June 2013.

The aim of the SFYS is to develop a more coordinated and integrated response for young people aged 10-18 years, who are at risk of developing behaviours making them vulnerable to self-harm, disengagement from school, family or community, or who are displaying behaviours requiring support and intervention.

SFYS works with schools and community organisations to provide supportive networks, develop collaborative projects, improve service gaps and improve the current service system for young people.

Whitehorse took a lead role in advocating to the state government for the continuation of the SFYS. This involved engaging, mobilising and supporting key stakeholders in the eastern region, such as schools and youth service providers, in undertaking their own advocacy campaigns.

In June 2013, it was announced that a new SFYS model will commence from July 2013 and organisations were invited to submit an Expression of Interest to deliver the service. Whitehorse, in conjunction with Maroondah City Council, was successful in this process and the SFYS continues to be delivered to Whitehorse schools with funding available to December 2015.

Upgrading the Box Hill Transport Interchange

The Box Hill Transport Interchange is one of the busiest public transport interchanges in Victoria outside of Melbourne's Central Business District and caters for many train, tram and bus passenger movements each week.

The interchange was built 30 years ago and is struggling to cope with the increased demands of today.

Council has been advocating the state and federal governments to commit to delivering a major upgrade of this vital transport facility for Melbournians in the east.

Box Hill is recognised as one of six Central Activities Areas (CAA) in metropolitan Melbourne. This status recognises the area as a significant metropolitan centre with jobs, housing, business, education, health and services that Melbournians can easily access as an alternative to Melbourne's CBD.

While other CAA's have received significant government funding, no commitment has been made for the Box Hill Transport Interchange, despite the acknowledgement that it is one of the busiest metropolitan interchanges outside of central Melbourne.

Upgrading this important public infrastructure will continue to be the focus of Council advocacy to state and federal governments until significant funding commitments are made.

Rail Crossing Grade Separations

Council was pleased that work commenced in 2013 on the removal of the rail crossings in Mitcham Road and Rooks Road after many years advocating for these rail crossing removals and all other rail crossings in Whitehorse.

Council adopted the *Mitcham Station Precinct Built Form and Public Realm Guidelines* in December 2012 to provide input into the final construction design and to guide future development of the precinct. In June 2013, Council resolved to express its concerns about several aspects of the project relating to vehicles and buses using local streets during and after construction, car parking management and the need for pedestrian and cyclist underpasses under Mitcham Road. Council will continue to advocate for the best outcomes for this project on behalf of the community.

The state government has also made a commitment to remove the level crossing in Blackburn Road with initial funding committed for some preliminary works. Council will continue to advocate for full funding to be committed and for the inclusion of a full upgrade of the Blackburn Station as part of the project.

Council is very concerned about safety and interruptions to train and traffic flows at level crossings in Whitehorse and has worked for several years with the state and federal government to come up with solutions to address these issues. Rail crossings at Middleborough Road and Springvale Road have been removed in recent years and road and rail users are now reaping the benefits of many years of lobbying and seeing these major transport infrastructure projects come to fruition.

Council's original *Integrated Transport Strategy 2002* and the *Integrated Transport Strategy 2011* contain key actions to advocate for the removal of all rail crossings in Whitehorse.

Council congratulates the state government on delivering on its commitment to remove the rail crossings at Mitcham Road and Rooks Road including the upgrade of Mitcham Railway Station. We look forward to seeing the boom gates at these two notorious crossings finally being taken down in 2014.

Council is also pleased that initial funding for preliminary works has been allocated for the rail crossing removal in Blackburn Road and looks forward to full funding being allocated by the state government including the upgrade of Blackburn Station.

2012/13 Annual Report - Meeting Our Strategic Objectives

1. Serve and strengthen our diverse community to be inclusive, vibrant and engaged

Strategies	Examples of how we met this objective
1.1 Continue community participation and engagement.	***Consultation*** In the 2012/13 year, Council invited the community to comment on the following matters through forums, surveys, online and written submissions, face to face meetings and submissions to Council's Special Committee meetings: • *The Council Vision 2013-2023 and Council Plan 2013-2017* employed a range of creative and innovative consultative tools to engage the community. This included the use of *Your Say Whitehorse* (an internet technology based survey tool, used for the first time) face-to-face workshops and a paper based picture survey. • *The 2012/13 Budget* included: ○ Councillor Ward Forums ○ Annual Residents' Survey, including Budget specific questions ○ Councillor Budget Reference Group that met monthly ○ Review of Budget submissions received in the previous year for consideration in 2012/13 ○ More than 50 other Council consultations impacting on the development of the Proposed Budget 2012/13 Other examples of initiatives, plans and strategies where Council sought the views and input of the community include: • Annual Combined Nursery Forum (ParksWide Nursery, Greenlink Nursery and Bungalook Nursery) • Annual Parkland Community Forum • *Annual Residents' Survey* • Centre based and family based day care – Best Value Plan and Quality Improvement Plan • *Bellbird Dell Fire Management Plan* • Box Hill Skate Park design • Bushy Creek Reserve Path realignment

- Campbells Croft Abbey Walk Vegetation Action Plan
- Haganauer Athletics Track Infield components design
- Halliday Park play space upgrade
- Kalang Wetland Development design
- Mitcham Station Precinct Built Form and Public Realms Guidelines
- Mitcham Senior Citizens Centre relocation
- MegaMile (west) and Blackburn Activity Centres Urban Design Framework
- Mont Albert Reserve Concept Plan
- Morton Park west sports field upgrade
- Surrey Park Pavilion construction of stairs and ramp
- Surveys at all Council events and festivals such as Spring Festival and the Whitehorse Carols Concert
- Surveys at Council facilities including Schwerkolt Cottage, the Whitehorse Centre and the Whitehorse Artspace
- Sporting Facilities Guide Review – stage 1
- Springfield East sports field floodlight replacements
- Springfield Reserve Pavilion Draft Management Plan
- Warm Season Grass Transfer eight sports fields – consultation with affected clubs and associations
- *Whitehorse Business Mentoring Survey*
- *Whitehorse Built Environment Awards*
- *Whitehorse Community Road Safety Strategy*
- *Whitehorse Disability Policy and Action Plan and Action Plan*
- *Whitehorse Diversity Policy and Action Plan and Action Plan*
- *Whitehorse Municipal Public Health and Wellbeing Plan*
- *Whitehorse Housing and Neighbourhood Character Review*
- *Whitehorse Positive Ageing Strategy*
- *Whitehorse Responsible Gambling Policy*
- *Whitehorse Road Safety Strategy*
- *Whitehorse Road Management Plan*
- *Whitehorse Waste Management Strategy 2011*

Volunteering

- *Volunteering in Whitehorse* and *Get Involved* booklets

promote Whitehorse volunteering opportunities for community members including people with a disability. This booklet has been distributed to Disability Service organisations within the City of Whitehorse

- Developed and supported the Whitehorse Volunteer Network
- Coordination of Councils 500+ plus volunteers across Council and civic participation initiatives across the municipality

Accessing Community Facilities

- Box Hill Community Arts Centre: 66,924 visits; including school holiday program 1975 participants, youth courses and workshops 270 participants; adult courses and workshops 756 participants: children's courses and workshops 844 participants and art parties 494 participants
- Whitehorse Centre: 16,573 patrons attended professional Theatre and Midweek Season performances
- Council managed festivals and events: 44,000 attendees
- Council supported festivals: Chinese New Year -70,000 attendees, Moon Festival -30,000 attendees
- Whitehorse Art Space: 7738 visitors
- Box Hill Town Hall attendances: Town Hall 113,268, Community Hub 54,382, Minor Hall 20,958
- Heritage Week Festival; 1040 attendees
- Schwerkolt Cottage and Museum Complex: 3300 attendees
- Aqualink Nunawading: 709,012 attendances
- Aqualink Box Hill: 304,643 attendances. Gym and swim membership numbers in particular exceeded expectation with 115% and 97% retention rates respectively
- Morack Public Golf Course: 101,083 golfers
- Nunawading Community Centre: approximately 90,000. Patronage has continued to increase by approximately 7% per year.
- Sportlink Vermont South: almost 292,000 attendees

Community Development

- Developed and delivered a range of community activities and events with a focus on community participation: Senior Festival, Global Fiesta, Volunteer Recognition Afternoon Tea and Awards Ceremony, Volunteer Expo, Festival of Sport, Women's Forums
- Sorry Day flag raising ceremony
- Resourced and supported two Council advisory

	committees (Disability and Reconciliation) and worked with many community groups in the Whitehorse community • Supported 10 Neighbourhood and Community Houses • Managed and distributed two Whitehorse Scholarships • Participated in partnership projects, committees, working groups and projects to support the development of local community groups and actions • Delivered Community Safety Month initiatives • Support to the Whitehorse Seniors group and the Senior Citizens Centres
1.2 Plan and partner with key stakeholders to strengthen our community.	Council has a number of community advisory committees that provide a more formal opportunity for community input. These committees include: • Bicycle Advisory Committee • City of Whitehorse Scholarship Committee • Disability Advisory Committee • Heritage Steering Committee • Human Services Advisory Group • Parkland Advisory Committees • Reconciliation Policy and Action Plan Advisory Committee • Visual Arts Committee. An example of the work of the Whitehorse Disability Advisory Committee (WDAC) is in providing strategic advice to Council on a number of plans, strategies and developments with respect to the impacts on the lives of people with a disability and their families. WDAC have held a key role in the development of the Whitehorse Disability Policy and Action Plan and have an integral role in monitoring the implementation of the Plan. Strategic input has also been sought from the WDAC in relation to the following Council plans, strategies and developments: ○ Diversity Policy and Action Plan ○ Healthy Ageing Strategy ○ Neighbourhood Character Study ○ Aqualink Redevelopment In addition the WDAC provided feedback into Council's submission regarding the Victorian State Disability Plan. Council also provided resources and support to the Reconciliation Advisory Committee as well as the Whitehorse Interfaith Network and the Whitehorse Volunteering Network • Developed a partnership agreement with the Whitehorse Community Health Service (WCHS) and the Royal District Nursing Services (RDNS) to establish

	a Practitioners Working Group which will meet on a semi-regular basis • Successful collaboration with partner organisations to deliver key strategies contained in the *Whitehorse Municipal Youth Plan 2009-2013* and the *Whitehorse Municipal Early Years Plan 2009-2013*
1.3 Deliver quality services for the wellbeing, amenity and development of our community.	***Community Laws*** • Ran 10 formal group talks – ranging from International Student Association in Box Hill TAFE, Adult Multicultural Education Service, Deakin University Safety Week Expo, at a number of local primary schools and neighbourhood watch groups • Coordinated 93 supervised school crossings • Fire hazard prevention – 217 Fire Prevention Notices were issued to property owners to reduce fire risk ***Services Delivered to Families and Youth:*** • 5017 casual contracts and 1009 individual support clients supported by Council's Youth Services team • Nearly 7000 families (including 1945 new mothers) were assisted by the Maternal and Child Health Team during the year. Approximately 30,000 centre and home based consultations were provided for these families • 30,000 Maternal Child Health consultations including 300 lactation clinic consultations • 50 new parent groups were held across the municipality • Council's 6 parent information sessions continue to be well supported in the community with more than 1000 parents attending the sessions during the year • 970 families supported by Council's childcare services • 6 parent information evenings held catering for more than 1000 families • 24,911 vaccinations to infants, school aged children and adults • Council's Inclusion Support Facilitators provided support for more than 113 federal government funded childcare services over the past year This support enables more than 210 families with special needs children in the community to be able to participate in these important community support programs ***Health Services:*** • Council's Environmental Health team carried out more than 1600 food safety assessments across 930 food premises during the year. This included around 800 food businesses assessed as part of Council's 5 Star

Hygiene Rating systems

- 307 health assessments of all local businesses registered under the Public Health and Wellbeing Act
- 118 compliance assessments of tobacco retailers, eating establishments and licensed premises

Social Support Services:

- A total of 111,482 meals were provided 25,320 meals to Community Groups, 3156 centre based meals and 83,006 meals delivered to 703 resident's homes
- 147,835 hours of home support services, including domestic, personal and respite care was provided to 3573 residents
- 29,302 hours of social support services and planned activity groups were provided
- 4584 hours of home maintenance provided to 1529 residents
- 14,605 journeys were provided to residents through Council's transport service

Environment and Cultural Services:

- Planning for over 590 hectares of open space (over 330 parks) owned and managed by Council
- The Box Hill Town Hall staff conducted 34 community tours of the complex and the Artspace containing an in-depth history of this iconic building for visitors and groups
- The Whitehorse Centre conducted a highly successful professional theatre and music season with a number of sold out shows and particularly strong subscriptions sales with in excess of 900 package buyers for Season 2013
- Heritage Week 2012, Back to the 70's user surveys were conducted for the 15 events with the majority of respondents indicating that they found each of the events very enjoyable and considered Heritage Week an important aspect of local community life
- Australia Day Concert – approximately 15,000 people gathered for the concert and fireworks display

Library Services:

- Programs and activities including author talks, book circles, early literacy and children's programs
- Technology including internet and online resources
- Community and training spaces
- Home Library Service
- Online access to library services

1.4 Recognise and celebrate the diversity of our community.	• Coordination of a number of successful and highly attended community events – Seniors Festival, Global Fiesta, Volunteer recognition function and milestone event, Interfaith forums, Women's forums and the Sorry Day flag raising ceremony • Council partnered with Disability Action Group Eastern Region, EACH, Federal Department of Human Services- Centrelink, Migrant Settlement Committee and the Communities Council on Ethic Issues to host the Disability Voices Forum. Staff from community and disability organisations attended the Forum to explore barriers and good practice approaches as well as developing knowledge of the services available in the community to meet the needs of people with a disability from CALD communities • 150 young people and service providers attended a Whitehorse Young People's forum to explore Mental Health and its impact on the lives of young people. • In partnership with Scope and Access All Abilities-ERLS, Council hosted the Festival of Sport at the "SportLink" Leisure Centre in Vermont South which provides opportunities for the approximately 200 people who attended the day to try a range of sporting activities and to connect with local and state sporting associations • Participating in a regional Prevention of Violence Against Women initiative with a particular focus on women with a disability has seen Council take an active role in the following initiatives ○ Women with a Disability Victoria is developing a 'Gender and Disability Training Package' to be delivered in all Department of Human Services and funded services. Council's MetroAccess Development Officer was invited to be a member of the Gender and Disability Advisory Group to oversee the projects development ○ Development of the Regional Preventing Violence against Women Plan and part of the Eastern Region Family Violence Network working group • Information sessions to community groups including 2 sessions for 26 Chinese delegates on services for ageing populations • The City of Whitehorse Scholarship – two scholarships are available for students living in Whitehorse and in their first year of study at either Box Hill Institute of TAFE or Deakin University
1.5 Facilitate and encourage community participation in artistic and cultural life.	• Council successfully applied for state government funding to conduct the FReeZA program which will facilitate 12 cultural events for young people over the next 3 years

	• Completion of $120,000 redesign of Council's Youth ConneXions facility. The new design facilitates much better use of space and support services for young people. A new music room has been incorporated into the new design • The popular Family Fun Day at Box Hill Library was a day of free activities and events with live children's performances by Carp Productions, a sausage sizzle, balloon animals and face painting • A collaborative exhibition of heritage and contemporary artworks from three local government art collections were held at Whitehorse Artspace, Manningham Gallery and Maroondah Gallery. Visitors exceeded 2,000 across the three venues • Chinese New Year, the Year of the Snake – Box Hill Community Arts Centre worked with 17 Whitehorse schools in partnership with the Asian Business Association of Whitehorse and Centro Box Hill to produce a 17 metre long snake displayed at Centro Box Hill for Chinese New Year celebrations • Matsudo Week – the Box Hill Community Arts Centre worked with Council's Civic Services Department to facilitate Japanese workshops, an exhibition on the theme of Kawaii and a wonderful Japanese themed concert presented by Boite
1.6 Advocate on behalf of our community on critical local issues.	Based on the input from this year's community feedback, Council continued to lead major advocacy campaigns to attract state and federal government support and funding for improved services and infrastructure Some of the major campaigns Council has been involved in over the past 12 months include: • Continued funding for the School Focused Youth Services program • Public Transport issues through membership of the Eastern Transport Coalition and Metropolitan Transport Forum • Upgrading the Box Hill Transport Interchange

2. Promote, protect, enhance and respect the quality of our natural and built environments.

Strategies	Examples of how we met this objective
2.1 Embed sustainability practice and principles in planning and development.	***Climate Change, Greenhouse and Energy*** • Purchased 100 per cent GreenPower streetlighting • Implementation of the Walking School Bus within 7 Whitehorse primary schools • Facilitated the Eastern Alliance for Greenhouse Action to implement a Solar Hot Water Program which

assisted residents to obtain discounted solar hot water installations

Water Conservation and Quality

- Continued the Yarra Valley Water Showerheads Exchange Program
- Use of a soaker, a recycled product to soak up and clean oil and fuel spills, preventing it from washing into the storm water drainage and river systems
- Implemented a home composting trial involving 200 households using different forms of home composting, to assess different ways of diverting food waste from the rubbish bin, and therefore reducing waste sent to landfill
- Developed and implemented a successful Sustainable Living Week 2013 with 21 community events and workshops attended by over 7000 people, 8 community groups and 23 schools
- Provided a series of sustainability workshops and events throughout the year covering topical issues such as the waste reduction, food waste avoidance, home composting, sustainable gardening, energy and water saving, recycling and permaculture
- Promoted Fair Trade products and developed events for Fair Trade Fortnight to raise awareness about Fair Trade ethics, suppliers and products
- Promoted the Live Green with LESS program, offering free and discount energy and water-savings products to household and businesses
- Continued to provide community rebates for the installation of water tanks, solar hot water, solar panels and home composting systems
- Continued to support sustainable community groups such as Sustainability Street and Transition Whitehorse Community

Resource Efficiency, Waste and Recycling

- Implemented key measures in the Waste Management Strategy 2011 including the downsizing of 48,000 households rubbish bins, providing an additional 16,900 recycling bins and 5100 garden organics bins to help reduce waste sent to landfill
- Increased diversion of waste from landfill from previous years and increased garden organics service
- Council continued to introduce or increase sustainable waste management practices at all major festivals
- Used recycled materials and products in the works program such as refurbishing existing pieces of equipment installed on streets rather than buying new equipment
- Continued a light globe recycling program and a household battery recycling program

	• Processed over 15,000 tonnes of green waste and timber that was mulched and recycled and effectively diverted from landfill
2.2 Lobby government to achieve higher ESD requirements	• Implemented local Environmentally Sustainable Design Policy to encourage sustainable development in the municipality • Financial commitment made to incorporate sustainable energy and water initiatives in Council buildings
2.3 Lobby, strengthen and contribute to an integrated tra sport system.	• Delivery of 46 school based programs regarding road safety, sustainable transport and active transport • Delivery of 7 programs focusing on the transport needs for elderly community members • Delivery of 5 early childhood road safety programs • Delivery of 6 road safety programs targeting culturally and linguistically diverse people • Delivery of 34 programs targeting vulnerable road users such as pedestrians, cyclists and motorcyclists
2.4 Protect, enhance and appropriately develop and acquire open space for current and future generations.	• 1650 trees planted, of which 1380 were street trees • Approximately 30,000 street trees pruned and 3500 pruning requests completed • More than 27,000 indigenous plants planted, including 16,824 indigenous grasses, 5147 ground covers and 4410 shrubs • Replaced annual floral displays in Council's gardens with drought-tolerant perennials • Sustainable landscape design integrated into the design and construction of public spaces, particularly water sensitive urban design • Maintained Council's remnant bushland reserves • Constructed a new multipurpose area in the Box Hill Gardens • Continuation of the Sustainable Drought Management Plan for sports fields with the installation of drought-tolerant warm season grasses at Surrey Park North East, Elgar Park South East and South West, Eley Park and Koonung West
2.5 Pursue consistent design principles of excellence in the City's current and future built environment.	• The capital works and maintenance programs continue to ensure compliance with relevant legislation and standards by increasing the accessibility of the footpaths, pathways, car parks, roads and bike paths in our community • Commenced the Building in Whitehorse – Promoting Access to Builders Project. This project aims to enhance the capacity of builders, developers, renovators and property owners to understand recent

	changes to legislation and building codes relating to access to premises • Processed more than 1100 planning applications, issued over 300 building permits, over 500 sighting reports and consent applications and over 1000 building enforcement actions
2.6 Continue our leadership role in the education and awareness of environmental and sustainability practices in our community.	***Education and Community Engagement*** • Developed and implemented Sustainable Living Week with 18 community events attended by over 700 people, 4 community groups and 23 schools and addressed topical and practical issues on how to live more sustainability • Continued the Sustainability Street program including the Do-It-Yourself Model and Train-The-Mentor Program. There are four Sustainability Street Groups in Whitehorse – Blackburn, Box Hill, Mitcham and Vermont South • Recognised local businesses, homes, community groups and schools for their ongoing sustainability achievements as part of Council's annual Sustainability Awards • Supported 2 local schools to participate in the Australian Sustainable Schools Initiative Program AuSSI Vic and promotion of the program to all local schools • Developed and ran Fair Trade Fortnight with events aimed to raise community awareness and purchase Fair Trade products. Three local businesses received rebates for introducing fair trade products into their range • Community forums and workshops covering topics such as sustainable gardening, sustainable transport and water and energy efficiency ***Renew Initiative*** In June 2013, Council facilitated the Renew Collection day from its Commercial Operation centre. The service provided residents with the opportunity to drop off their unwanted electronic items (e-waste) for reuse or recycling – such as televisions, computers and radios, including textiles and other larger or fragile items. The event ensured that e-waste items were disposed safely and appropriately under a supervised and controlled setting and not left behind or dumped on nature strips and in our parks and reserves.
2.7 Maintain and enhance Council's physical assets for long term sustainability, safety and public amenity.	• Investment in infrastructure renewal and upgrades continued at a high level and Council commenced key projects such as the restoration of Surrey Dive in association with the major Aqualink Box Hill redevelopment and Springfield and Mont Albert

Reserve Pavilion upgrades

- Major redevelopment of Aqualink Box Hill. Council's vision is to create an outstanding community facility that provides a diverse range of health, fitness and leisure opportunities for all patrons
- Funding allocated for the Box Hill Central Activities Area to enhance the viability of the area for commerce, pedestrian safety and to improve the overall appearance and condition of the area
- In-house crew made safe 1001 concrete footpath slabs by removing trip hazards
- Renewal and replacement of 36,685 square metres of footpath
- Repaired 742 square metres of potholes and resurfaced and reconstructed 12 kilometres of local roads
- Rehabilitated and constructed 1350 metres of stormwater drains
- Responded to and resolved 969 requests to collect dumped rubbish and collected 100.86 tonne of dumped rubbish across the municipality
- Collected 538.06 tonne of rubbish from street and park litter bins. (not domestic waste collection)
- Removed 2723.99 tonne of rubbish from kerbs and roads through programmed street sweeping
- Removed 1049.13 tonne of rubbish and leaf matter during the heavy leaf program between April and July
- Council's Graffiti Removalist attended to 604 sites and removed 8292 square metres of graffiti from Council and private property with a further 11,517 square meters of graffiti in 514 locations removed as part of a joint effort with the Department of Justice Correctional Community Services Group. Conducted streetscape works in Blackburn Station Village, central Box Hill, Carrington Road Box
- Provided 170 public play spaces
- Reconstructed shared pedestrian and bicycle paths in Bushy Creek Reserve, Gardiners Creek Trail along Canterbury Road, Simpson Park and Holland Gully
- Installed new play spaces at Wren Close, Sinnott Street Reserve and Lundgren Chain as well as commenced the design of the play space upgrade at Halliday Park, Mitcham
- Completed design and commenced construction on the upgrade of the streetscape in Carrington Road, Box Hill
- Provided Christmas decorations at various locations
- Upgraded the streetscapes at Blackburn Station

	Village and sections of the MegaMile and completed the upgrade of the streetscapes in central Box Hill and Station Street, Nunawading • Project managed capital building and renewal works including the completion of the sports pavilion redevelopment project at Springfield Park and Billabong Park • Implementation of improved township cleansing processes and use of new technology for enhanced service delivery, resulting in an improved appearance of the municipality • Successfully implemented a new heavy leaf street sweeping program to over 6000 households in Council's 135 heaviest leaf fall streets resulting in a more effective street sweep • Council's After Hours crew and the Nunawading SES worked effectively and collaboratively to assist the Whitehorse community during the storm event of 1 June 2013. Melbourne had its heaviest June rainfall on record with some catchments, including areas of Whitehorse, experiencing rainfall volumes in excess of 100mm over 24 hours

3. Deliver organisational excellence, visionary leadership and strong governance, through dedicated people, to ensure the best possible contribution to our community.

Strategies	Examples of how we met this objective
3.1 Provide responsible management of Council's financial and other resources.	• Revised the ten year long-term plan to inform future Budgets and ensure financial sustainability • Prepared the Budget 2013/14 which was adopted on 24 June 2013 • Participation in the DPCD local government performance reporting framework • Participating in the MAV LG Financial Sustainability project • Production of the 2012/13 Annual Financial Statements including the receipt of an unqualified audit opinion from the Victorian Auditor-General
3.2 Continue to develop and build an organisational culture that is inclusive, collaborative, and strives for excellence.	• Continued implementation of Council's Greener Office Program, including the use of Fair Trade products • Engagement of Council staff to become EcoLeaders and implement sustainability projects across Council • Continued implementation of paperless e-learning programs for various training programs • Greater utilisation of electronic document management system for job files

	• Continued use of 100 per cent recycled paper for Council stationery, publications and paper products
3.3 Ensure our governance framework, values and performance parameters are understood, shared and core to everyday actions.	• Development of the *Council Vision 2013-2023* and *Council Plan 2013-2017*. This not only included community consultation as part of an integrated planning process incorporating the Council Vision, Council Plan and Municipal Public Health and Wellbeing Plan but involved Councillors, senior executive officers and staff • A structured meeting and reporting regime is in place to ensure that the Executive Group, Managers and staff are informed, included in decision making processes and accountable for the delivery of services, management of assets and engagement with the community
3.4 Continue to provide a comprehensive professional and personal development program so everyone's contribution is valuable.	Council encourages all employees to reach their full potential by pursuing and developing their career and professional interests. A range of formal and informal learning opportunities and development activities are provided and include: • *Corporate Training:* learning and development which increases organisational capacity in management and skill development e.g. Professional Development, Leadership and Self Awareness, Computer Skills and OHS • *Departmental Training*: specific training to improve and develop departmental or divisional service delivery e.g. tailored team building and capacity or compliance requirements • *Accredited Training*: training which provides the participant with a nationally recognised formal qualification e.g. Diploma of Management • *Positional Training*: specific training to perform the duties of the position • *Seminars/Conferences*: attendance at relevant conferences and seminars to assist with enhancing professional knowledge • *Career Development*: focusing on long-term career development and career planning e.g. study assistance to pursue relevant tertiary courses and the use of traineeships to introduce new employees into the organisation while they study and developing employees for career progression within the organisation and the industry • *Compliance Training*: sessions relating to the welfare of staff such as Equal Opportunity, Human Rights Charter, Bullying and Harassment Prevention, Privacy, Fraud Prevention, Protected Disclosures and Freedom of Information

3.5 Continue to improve how we communicate, serve and connect with our community.	• Co-ordinated the 2013 Department of Community Planning and Development "Community Satisfaction Survey" undertaken by independent research company JWS Research • Commissioned and supervised the 2012 Annual Residents' Survey undertaken by independent research company, Nexus Research • Produced Councils newspaper the Whitehorse News • Produced: 194 media releases • Updated 50 information sheets, 52 weekly advertisements, regular public notices and other ads in targeted media • Continued media partnership with Channel 9 to promote Council festivals and events

4. Support a prosperous, diverse and healthy local economy that contributes to the wellbeing of our community.

Strategies	Examples of how we met this objective
4.1 Encourage local financially sustainable business excellence by strengthening our support role.	• More than 1100 Whitehorse businesses registered with the online Business Directory • More than 2000 businesses registered to receive information on business services and programs • Businesses nominated for the Whitehorse Business Awards Program and the Melbourne's South East Regional Business Awards • Marketed the Whitehorse Investment Prospectus Whitehorse Discover the Advantage to promote investment opportunities in Whitehorse • Participated in regional activities to promote Whitehorse as a place to work, live, play and invest • Completed Victoria Police Fraud Protection workshop attended by over 40 retail businesses
4.2 Support a live local, work local, shop local campaign.	• Promoted Council's Think Local Buy Local, Fair Trade and Festive Window campaigns • Successfully conducted Council's annual *Think Local Buy Local* campaign
4.3 Ensure that infrastructure is appropriately designed to provide accessibility.	• Promoted usage of Council's Business website, Council's business directory and online booking facility for Council's program and events • Business website averaging 1550 hits per month

4.4 Strengthen Council's connection with local business owners and their employees.	• More than 200 businesses attended a range of business workshops and seminars during the Boost Your Business program • Administered the 2013 Melbourne South East Regional Business Awards with 99 nominees, 62 finalists 8 category award winners and 355 event attendees • Hosted eCommerce for Growth program through a state government funding grant • Established the MegaMile Business Association through the completion of the MegaMile Marketing Plan
4.5 Develop partnerships with government, business and educational institutions.	• Whitehorse Tertiary Business Skills Program included students from Deakin University, Box Hill Institute of TAFE and the local community • Bi-monthly business mentoring sessions offered to local businesses and Trader Associations • Mobile Business Centre visitations facilitated at Box Hill and Nunawading attracted over 20 mentoring sessions and 40 business and trader associations • Worked in partnership with Scope and Knox City Council as part of the Business Inclusion Group. The development of the 'Grow your business, Grow your community' brochure provides businesses with simple and cost effective tips for greater access
4.6 Support the opportunities for local business collaboration and resource sharing.	• Whitehorse Business Week: more than 900 business representatives attended a series of business development and networking events
4.7 Promote business start up opportunities.	• Distribution of business start up kit provided to all new businesses locating in Whitehorse that offers information on Council's range of business program and services • Business development workshops and seminars • State government funding grant received to facilitate an e-marketing program for local businesses in 2012

2012/13 Annual Report – Strategic Indicators

1. Serve and strengthen our diverse community to be inclusive, vibrant and engaged

Indicator	Progress towards meeting this objective
1.1 Continue to attract more and diverse volunteers to work with Council and the community	• *Volunteering in Whitehorse* and *Get Involved* booklets promote Whitehorse volunteering opportunities for community members including people with a disability. This booklet has been distributed to Disability Service organisations within the City of Whitehorse • Coordination of Councils 500+ plus volunteers across Council and civic participation initiatives across the municipality • The National Tree Day event was held at Gawler Chain Linear Park, Mont Albert. The event was outstanding success attracting over 65 community volunteers who in conjunction with ParksWide staff, planted more than 3000 indigenous plants • Developed and supported the local Whitehorse Volunteer Network
1.2 Continue high performance in the *Community Satisfaction Survey* rating for overall performance in the responsible areas	The Community Satisfaction Survey 2013 coordinated by the Department of Planning and Community Development showed that Whitehorse City Council recorded an Overall Performance Index Score of 69, which was significantly higher than the State-wide average of 60 for this measure and the average Index Score of 66 for the Inner Melbourne Metropolitan group. On other core performance measures (which can also be compared against all Councils State-wide and the Inner Melbourne Metropolitan group) Whitehorse City Council scored as follows: • 61 for Community Consultation and Engagement • 56 for Advocacy • 72 for Customer Service • 54 for Overall Council Direction

1.3 Whitehorse Community Engagement Strategy implemented across Council activities.	As part of Council's ongoing commitment to community engagement, feedback from the community is regularly sought in relation to proposed plans and strategies. Council also has appointed advisory committees which provide regular feedback on the development of specific areas of work. In 2012/13, Council invited the community to comment on 57 key plans, strategies and initiatives and undertook this through forums, surveys, online and written submissions, face to face meetings and submissions to Council's Special Committee meetings. Council has 8 community advisory committees that provide a more formal opportunity for community input.
1.4 Strategic plans that include initiatives are undertaken in partnership and collaboration with the community and key stakeholders.	• Council partnered with Disability Action Group Eastern Region, EACH, Federal Department of Human Services- Centrelink, Migrant Settlement Committee and the Communities Council on Ethic Issues to host the Disability Voices Forum. Staff from community and disability organisations attended the forum to explore barriers and good practice approaches as well as developing knowledge of the services available in the community to meet the needs of people with a disability from CALD communities • In partnership with Scope and Access All Abilities-ERLS, Council hosted the Festival of Sport at the "SportLink" Leisure Centre in Vermont South which provides opportunities for the approximately 200 people who attended the day to try a range of sporting activities and to connect with local and state sporting associations • Resourced and supported two Council advisory committees (disability and reconciliation) and worked with many community groups in the Whitehorse community • Supported 10 neighbourhood and community houses • Participated in many partnership projects, committees, working groups and projects to support the development of local community groups and actions • Worked with two local housing estates • Support to the Whitehorse Seniors group and the Senior Citizens Centres • Support to the Whitehorse Interfaith Network

2. Promote, protect, enhance and respect the quality of our natural and built environments.

Indicator	Progress towards meeting this objective
2.1 Reduction in Council's greenhouse gas emissions.	• Purchased 100 per cent GreenPower streetlighting

	• Facilitated the Eastern Alliance for Greenhouse Action to implement a Solar Hot Water Program which assisted residents to obtain discounted solar hot water installations
2.2 Reduction in Council's water consumption.	• Replaced annual floral displays in Council's gardens with drought-tolerant perennials • Sustainable landscape design integrated into the design and construction of public spaces, particularly water sensitive urban design • Invested $94,000 in sustainable water initiatives in Council buildings, including three rainwater harvesting tanks at Vermont Library (15,000 litre connected to toilets,), Box Hill Library (40,000 litre connected to toilets) and Morack Public Golf Course (30,000 litre connected to toilets and golf cart wash bay) • Continued to use rainwater and reclaimed water at the Jolimont Road Nursery to irrigate plants • Continued to use rainwater to flush the majority of toilets at the Whitehorse Civic Centre
2.3 Strengthen/Accelerate the increase in the volume of municipal waste to be recovered, recycled and/or diverted from landfill.	• Implemented key measures in the Waste Management Strategy 2011 including the downsizing of 48,000 households rubbish bins, providing an additional 16,900 recycling bins and 5,100 garden organics bins to help reduce waste sent to landfill • Increased diversion of waste from landfill from previous years and increased garden organics service • Council continued to introduce or increase sustainable waste management practices at all major festival • Conducted a Renew kerbside collection and Drop-Off Day to recycle unwanted but reusable household items. A total of 45,750 kilograms of items including textiles, household goods, books, small appliances, printer cartridges, televisions, computers and toys were collected. Almost 5870 households participated in the kerbside collection, averaging 7.79 kilograms per bin and 520 people came to the Drop-Off Day • Used recycled materials and products in the works program such as refurbishing existing pieces of equipment installed on streets rather than buying new equipment • Continued a light globe recycling program and a household battery recycling program • Implemented a home composting trial involving 200 households using different forms of home composting, to assess different ways of diverting food waste from the rubbish bin, and therefore reducing waste sent to landfill
2.4 Environmentally sustainable design	• Sustainable landscape design integrated into the design and construction of public spaces, particularly

principles are applied to all new and redeveloped Council owned buildings.	water sensitive urban design • Continuation of the Sustainable Drought Management Plan for sports fields with the installation of drought-tolerant warm season grasses at Surrey Park North East, Elgar Park South East and South West, Eley Park and Koonung West
2.5 Encourage planning applications that exceed a 5 Star energy rating.	• Through the contract and tendering process, contractors with sustainable initiatives are preferred across Council's operations
2.6 Continue to implement and monitor the Open Space Strategy.	• Investment in infrastructure renewal and upgrades continued at a high level and Council commenced key projects such as the restoration of Surrey Dive in association with the major Aqualink Box Hill redevelopment and Springfield and Mont Albert Reserve Pavilion upgrades • Funding allocated for the Box Hill Central Activities Area to enhance the viability of the area for commerce, pedestrian safety and to improve the overall appearance and condition of the area • Provided 170 public play spaces • Reconstructed shared pedestrian and bicycle paths in Bushy Creek Reserve, Gardiners Creek Trail along Canterbury Road, Simpson Park and Holland Gully • Installed new play spaces at Wren Close, Sinnott Street Reserve and Lundgren Chain as well as commenced the design of the play space upgrade at Halliday Park, Mitcham. • 1650 trees planted, of which 1380 were street trees. • More than 27,000 indigenous plants planted, including 16,824 indigenous grasses, 5147 ground covers and 4410 shrubs • Sustainable landscape design integrated into the design and construction of public spaces, particularly water sensitive urban design

3. Deliver organisational excellence, visionary leadership and strong governance, through dedicated people, to ensure the best possible contribution to our community.

Indicator	Progress towards meeting this objective
3.1 Appropriate level of staff turnover and high employee satisfaction.	The turnover rate for Council staff overall was approximately 8.39 per cent Staff surveys are conducted biennially. The last survey in 2011/2012 showed that employee satisfaction at 87% (satisfied or very satisfied with working at the City of Whitehorse)
3.2 Increased attraction of high	• Completed and implemented the Whitehorse City

calibre candidates for Council's vacant positions.	Council Collective Agreement 2012 including a review of employee flexibility arrangements • In order to become an employer of choice, Whitehorse City Council has committed to assisting employees in managing the balance between work, family and outside interests. Council's wide range of flexible work practices and family friendly provisions include: o The ability to purchase additional annual leave o Return to work on reduced hours (part time) after parental leave until children have reached school age o Job-share arrangements to assist staff balance work and other responsibilities. o Phased retirement o Working from home o Flexible hours arrangements o Paid primary care giver (maternity – 18 weeks) and secondary care giver (paternity - 2 weeks) leave o Assisting with the cost of childcare for out of hours meetings that employees are required to attend o Carer's leave
3.3 Retention and development of council's talent pool particularly in critical positions'	• Delivered more than 82 different learning and development initiatives at various locations across Council and major compliance programs in Equal Opportunity, Privacy, Protected Disclosure, Fraud and Trade Practices • Completed review of Council's eLearning strategy and appointed a new provider • Increased the provision of WorkSafe Work Health Program to a progressive total of over 700 employees • Recruited a new Volunteer Advisor who has enhanced services to streamline volunteer HR and OHS management, communication and training
3.4 Achievement of the six green risk ratings for financial sustainability conducted by Victorian Auditor-General.	• Council achieved green risk ratings for five of the six categories. Significant improvements in the Capital Replacement and Renewal Gap ratios were achieved in 2012/13
3.5 Continue high performance in the Community Satisfaction Survey rating for Customer Service.	The Community Satisfaction Survey 2013 coordinated by the Department of Planning and Community Development showed that Whitehorse City Council recorded a score of 72 overall for Customer Service, performance is slightly higher than the State-wide average (of 71) and slightly lower than the Inner Melbourne Metropolitan average (of 73)

4. Support a prosperous, diverse and healthy local economy that contributes to the wellbeing of our community.

Indicator	Progress towards meeting this objective
4.1 Increase in the number of new business enquiries and business kits issued.	• More than 1100 Whitehorse businesses registered with the online Business Directory • More than 2000 businesses registered to receive information on business services and programs
4.2 Continued participation in business development programs for new and start up businesses.	• Distributed business start up kit to all new businesses locating in Whitehorse • Promoted Council's Think Local Buy Local, Fair Trade and Festive Window campaigns • Successfully conducted Council's annual *Think Local Buy Local* campaign • Completed Victoria Police Fraud Protection workshop attended by over 40 retail businesses
4.3 High level of satisfaction with Council's business directory for the promotion of local business.	• Promoted usage of Council's Business website, Council's business directory and online booking facility for Council's program and events • Business website averaged 1550 hits per month
4.4 Continued participation in networking events held by the City of Whitehorse.	• More than 200 businesses attended a range of business workshops and seminars during the *Boost Your Business* program • Administered the 2013 Melbourne South East Regional Business Awards with 99 nominees, 62 finalists 8 category award winners and 355 event attendees • *Whitehorse Business Week*: more than 900 business representatives attended a series of business development and networking events
4.5 Encourage businesses to be involved in Fair Trade.	• Continued implementation of Council's Greener Office Program, including the use of fair trade products • Promoted Council's Think Local Buy Local, Fair Trade and Festive Window campaigns • Developed and ran Fair Trade Fortnight with events aimed to raise community awareness and purchase fair trade products. Three local businesses received rebates for introducing fair trade products into their range

Financial Summary

Whitehorse City Council has a responsible *Long-Term Financial Plan* covering a 10-year period aimed at achieving financial sustainability for Council. As part of the *Long-Term Financial Plan*, Council will spend over $300 million on capital works and maintain a balanced budget.
The *Long-Term Financial Plan* helps Council meet the strategic objectives set out in its Council Plan, and in doing so, provide a wide range of services, programs and facilities, as well as maintain and improve the City's infrastructure.

Below is a high level summary of Council's financial performance and position in 2012/13. The summary of financial performance has been made with reference to the Standard Income Statement and compares the actual result with budget. The summary of financial position has been made with reference to the Balance Sheet. Where relevant, prior year comparatives have been included.

Financial Performance
Surplus/(Deficit) for the year before capital items
Council achieved a better than expected underlying result of $12.3 million surplus, compared to the budgeted surplus of $2.9 million, mainly due to the following factors:

- The early receipt of the first two instalments of $2.1 million for the 2013/14 Victorian Grants Commission funding
- Income of $0.450 million received from VicRoads for maintenance and improvement works relating to Eastern Freeway land exchange with Council, $0.104 million higher than expected non-voter fines relating to the 2012 Council election and $0.198 million higher legal cost recoveries than was budgeted
- The $3.5 million budget for Council's share of the Vision Super Defined Benefit Scheme funding shortfall not being required due to the liability being provided for in 2011/12.

Surplus/(Deficit) for the year
Council ended the year with a surplus of $18.9 million compared to the budgeted surplus of $4.7 million, mainly due to the following factors:

- Developer contributions of $2.0 million in the form of land and infrastructure which are not included in the budget as they are typically one-off in nature and dependant on development
- Compensation income of $2.5 million received from VicRoads relating to the compulsory land acquisition for the Springvale Road and Mitcham Road grade separation projects and $1.6 million received from the sale of Council's Elland Avenue Occasional Child Care property.

Revenue and expenditure
Total revenue for the year was $148.0 million (2011/12: $140.9 million) while total expenses for the year were $135.7 million (2011/12: $143.3 million), resulting in a surplus of $12.3 million (2011/12 $2.5 million deficit).

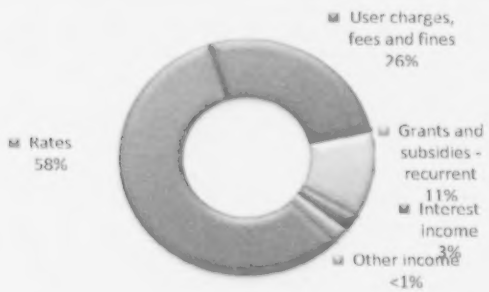
Council's revenue was mainly derived from the following:
Rates revenue of $85.2 million (2011/12 $80.0 million) – Rate revenue contributed 58 per cent towards total revenue. Rate revenue is a necessary component of Council's total revenue and is used to carry out Council's Strategic Budget Initiatives, which includes environmentally sustainable initiatives.

- User fees and charges of $38.9 million (2011/12 $37.7 million) – User fees and charges increased compared to the prior year mainly due to greater use of the Waste and Recycling Services and an increase in Parking infringements and Meter Money Collections
- Grants and subsidies of $17.0 million (2011/12 $17.4 million) – The decrease was mainly due to the receipt in 2011/12 of an extra $1.6 million for Library redevelopment.

- Interest income of $3.6 million (2011/12: $4.8 million) – This relates to interest received on Council's investment in term deposits which have been invested in line with Council's investment strategy. The decrease reflects the reduction in term deposits held over the course of the financial year and a decrease in interest rates.

A chart of each type of revenue as a percentage of total revenue is shown in Diagram 1 below.

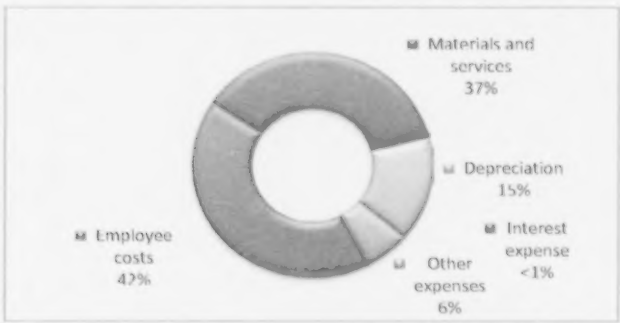
Diagram 1 – Breakup of Total Revenue Financial Summary



Council's Main Expenses Incurred Related to the Following:

- Employee costs of $57.0 million (2011/12 $56.0 million) – This mainly consisted of wages and salaries of $51.4 million (2011/12 $49.4 million) and superannuation of $4.0 million (2010/11 $4.0 million).
- Materials and services of $49.7 million (2011/12 $47.7 million) – This mainly consisted of various contracts and services spread across Council services of $16.0 million (2011/12 $15.7 million) and recycling and waste of $14.8 million (2011/12 $14.2 million).
- Depreciation of $20.2 million (2011/12 $20.0 million) – The largest component of depreciation expense related to roads of $5.6 million (2010/11: $5.4 million), followed by buildings of $4.7 million (2011/12 $4.8 million).

A chart of each type of expense as a percentage of total expenses is shown in Diagram 2 below.



Financial Position

At 30 June 2013, Council's total assets were $1,890.8 million (2011/12: $1976.7 million) and total liabilities were $38.6 million (2011/12: $45.1 million), resulting in net assets of $1852.2 million (2011/12: $1931.6 million).

During the year, Council maintained its strong liquidity and working capital position.

Current assets comprised cash and cash equivalents of $35.8 million (2011/12: $60.9 million), financial assets (term deposits) of $15.7 million (2011/12: $23.5 million), trade and other receivables of $8.8 million (2011/12: $7.6 million) and other current assets of $0.557 million (2011/12: $1.6 million). Working capital was calculated as $1.7 million (2011/12: $2.2 million) of current assets for each dollar of current liabilities.

Non-current assets included financial assets (term deposits) of $16.4 million (2011/12: $nil), trade and other receivables of $0.083 million (2011/12: $0.125 million), investment in associates of $7.0 million (2011/12: $6.7 million) and property, infrastructure, plant and equipment of $1806.4 million (2011/12: $1876.3 million).

The value of investments in associates increased as Council recognised its share of the surplus made by Regional Landfill Clayton South of $0.133 million, the Narre Warren User Group of $0.035 million and the Whitehorse Manningham Regional Library Corporation of $0.202 million.

The increase in value of property, infrastructure, plant and equipment included acquisitions of $49.0 million, developer contributions in the form of land and drainage of $3.6 million which was offset by depreciation of $20.2 million. Of the amount spent on capital works, $31.9 million (65%) was spent on renewing, restoring, and replacing existing assets. As the level of renewal spending was higher than the depreciation expense, this indicates that Council is investing in existing assets at a higher rate than the assets are depreciating. Property, infrastructure, plant and equipment is the most significant asset on the balance sheet making up 95% of total assets.

Liabilities comprised of trade and other payables of $18.1 million (2011/12: $15.3 million), trust funds and deposits of $5.4 million (2011/12: $5.2 million), interest bearing loan and borrowings of $1.8 million (2011/12: $2.1 million) and employee provisions of $13.3 million (2011/12: $22.5 million).

Of the $1.8 million (2011/12: $2.1 million) fixed rate interest bearing loans and borrowings, $0.304 million (2011/12: $0.279 million) was classified as "current" in the Balance Sheet. The existing loans and borrowings are expected to be fully repaid by 2017/18.

Employee provisions consisted of the provision for annual leave of $4.7 million (2011/12: $4.3 million) and the provision for long service leave of $8.7 million (2011/12: $7.8 million). The decrease in employee provisions is due to the payment of the Vision Super Local Authorities Superannuation Defined Benefits Scheme unfunded liability call of $9.8 million being paid in August 2012.

The movement in total equity related to the surplus for the year of $18.9 million as well as the net revaluation decrement recognised directly in equity of $98.4 million.

Financial Outlook

Council is preparing for its fifteenth balanced budget in the 2013/14 year. Whitehorse's *Long-Term Financial Plan* outlines Council's intention to achieve a sustainable underlying operating surplus position.

It is important to note that Council's long-term financial position was predicated on a rate increase of 5.8% less the one-off net cost saving resulting from changes to MFB funding, giving an increase of 3.9% in 2013/14. This is a practical and fiscally responsible policy position taken by

Council to ensure that Whitehorse is able to deliver services and capital works that will meet the needs of its diverse community for many years to come. With these increases, Whitehorse will continue to have one of the lowest levels of rates in metropolitan Victoria, while maintaining high quality services and facilities and addressing the challenges of rising costs, effects of extreme weather events, maintaining ageing infrastructure and cost shifting from other levels of government.

Financial Sustainability

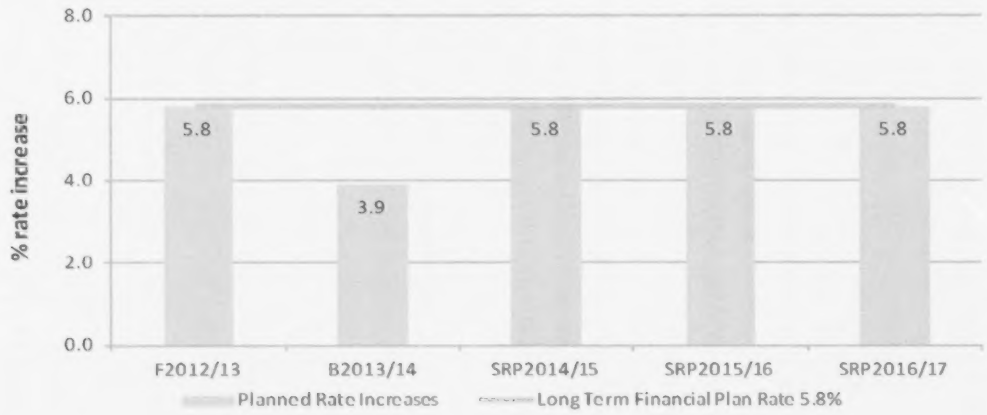
A high level Strategic Resource Plan for the years 2013-2017 has been developed to assist Council in adopting a budget within a prudent longer term financial framework. The key objective of the Plan is financial sustainability in the medium to long term, while still achieving the strategic objectives as specified in the Council Plan 2013/2017.

The Plan ensures consolidation of Council's steady progress towards achieving all sustainability measures set by the Victorian Auditor General. Council will achieve an underlying operating surplus in the 2013/14 financial year while placing higher priority on capital works renewal by increasing maintenance on existing infrastructure assets. The plan also demonstrates prudent drawing down of cash reserves and responsible use of debt to fund major capital projects.

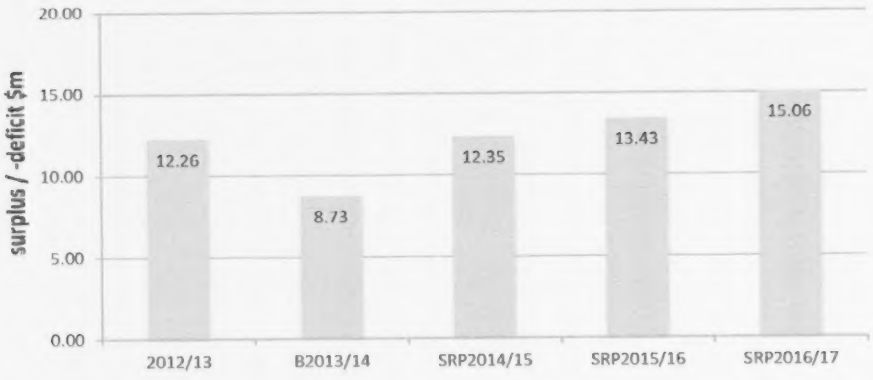
Supporting Graphs

The following graphs highlight Council's Long Term Financial Plan for rates, operating result and capital works expenditure over the next five years.

Rates



Operating Result



Capital Works

See pages 132 for the complete Financial Report.

Victorian Local Government Indicators

Whitehorse City Council				
Victorian Local Government Indicators				
	Target 2012/13	Actual 2012/13	Target 2011/12	Actual 2011/12
Average rates per assessment	$1,265.76	$1,256.93	$1,197.48	$1,196.09
Average residential rates per residential assessment	$1,213.03	$1,208.44	$1,151.25	$1,150.53
Average liabilities per assessment	$400.53	$489.68	$406.36	$595.74
Operating result prior to capital funding	$2,879,000.00	$17,315,000.00	$6,780,000.00	($4,994,000.00)
Operating result per assessment	$69.71	278.52	$121.19	($18.26)
Average operating expenditure per assessment	$2,140.10	$2,001.98	$2,002.67	$2,145.17
Average capital expenditure per assessment	$706.03	$723.41	$479.04	$468.79
Infrastructure renewal	258.30%	192.56%	159.02%	126.39%
Infrastructure renewal and maintenance	203.48%	160.79%	138.31%	117.16%
Customer Satisfaction Survey Indicators				
Overall Performance	N/A	69	N/A	N/A
Community Consultation	N/A	61	N/A	N/A
Advocacy	N/A	56	N/A	N/A

SECTION THREE

Departmental Reports

Executive Services
- Civic Services
- Communications

Corporate Services
- Compliance
    - Community Laws
    - Risk Management
- Finance and Information Services
    - Finance
    - Information services
        - Information technology
        - Corporate information
- Organisation Development
- Property and Rates

City Development
- City Planning
    - Planning and Building Department
    - Business and Economic Development
- Engineering and Environmental Services
    - Sustainability
    - Transport
    - Design and Construction
    - Engineering Assets

Human Services
- Arts and Recreation Development
    - Cultural Facilities and Programs
    - Leisure Facilities
    - Parks Planning and Recreation
- Community Development
- Health and Family Services
    - Children Services
    - Environmental Health Services
- Home and Community Care
- Library Services

Infrastructure
- Capital Works
- City Works
- ParksWide
- Recycling and Waste Centre

EXECUTIVE SERVICES

Civic Services

The Civic Services Department is responsible for frontline and strategic customer service, provision of governance advice, statutory and procedural matters, Civic Centre amenities and in-house print services. The department also provides support to the Mayor and Councillors, the Executive Management Team and internal staff. Council's Customer Service Centres operate from Nunawading, Box Hill and Forest Hill during business hours. During after hours, Council can be contacted via the after hours telephone service or online.

Highlights for 2012/13:
- Australian citizenship was conferred on 862 candidates at seven Citizenship Ceremonies
- Other civic events during the year included an International Women's Day function
- Conducted a general Council election for all five Wards on October 27 2012, with a comprehensive induction conducted for all incoming Councillors
- Reviewed governance practices, procedures and processes and implemented change to enhance accountability and transparency
- Fostered international relations in Whitehorse by supporting the Whitehorse Matsudo Sister City Relationship through:
    - a student exchange arrangement between secondary college in Whitehorse and Matsudo;
    - celebrated Green Tree Day and the 41st anniversary of the Whitehorse-Matsudo Sister City Relationship with a tree planting ceremony and Matsudo Week celebrations in May 2013
- Council's 11 contact centres answered a total of 363,512 calls (358,983 in

11/12). 83.32 per cent of these calls were answered in the first 20 seconds (exceeding our target of 80 per cent)
- Of those calls, the Customer Service Unit answered 145,980 (143,746 in 11/12) and 88.75 per cent of these calls were answered in the first 20 seconds
- Processed 58,932 requests for action with 91.84 per cent of these completed by the due date
- Served 59,442 customers over the counter and processed 54,067 cashiering transactions
- 236,357 transactions were processed through alternate payment options such as the internet, BPAY and Australia Post
- Developed, implemented and launched to the community our Customer Complaint Resolution Policy and Customer Service Charter
- Conducted a Mystery Shopper and Benchmarking Exercise across Council to measure the effectiveness of Whitehorse CARES training program and identify opportunities to improve customer service delivery
- Processed 539 Councillor customer requests
- Provided an in-house printing and finishing service for internal and public documents and for the wider community incorporating sustainable printing practices
- 2607 meetings were conducted in meeting rooms located at Council Offices in the Whitehorse Civic Centre.

Challenges:
- Providing high standard of service delivery during extreme event peaks
- Maintaining Council's high standard of customer responsiveness and striving for first-point contact resolution
- Developing a strategic approach to customer service in relation to emerging technologies
- Growing compliance and legislative obligations.

Moving forward:
- Continue to improve staff awareness of good customer service levels and good governance practice through corporate training, information and awareness programs
- Develop and deliver the next stage of Whitehorse CARES program focusing on the customer experience
- Implementation of an electronic agenda management system
- Establishment of a Sister City Friendship Group to promote and enhance the Whitehorse Matsudo Sister City Relationship as it approaches its 45th anniversary in 2016.

Executive Services

Communications

The Communications Department provides information on Council services and activities to the community, Councillors, staff and media.
This is provided in a number of ways including Council's newspaper the *Whitehorse News*, corporate brochures and other publications. The department also manages Council's website and intranet, produces media releases and responses and is responsible for strategic communications and issues management, assisting with civic openings and events, coordinating corporate identity and promotional activities.

In addition, the department facilitates advocacy, community engagement and consultation on a range of key services, activities, issues projects and events.

Highlights of 2012/13:
- Provided staff training and information sheets on Caretaker Period during the 2012 Local Government Elections
- Produced 11 issues of Councils 16-page newspaper the *Whitehorse News* (October issue not published due to Caretaker Period)
- Launched the use of social media platforms in various departments
- Produced: 194 media releases (lower

than average due to Caretaker Period and longer local paper closure over Christmas break), 177 media responses, 120 speeches
- Coordinated and produced 100 publications (strategies, policies and plans), posters, programs and brochures
- Updated 50 information sheets, 52 weekly advertisements, regular public notices and other ads in targeted media
- Published the Annual Report 2011/12, the Annual Report Summary 2011/12, the Community Directory 2013, the Rates Brochure 2012/13, the Whitehorse Calendar 2013, the draft *Council Vision 2013-2023*, the draft *Council Plan 2013-2017*, draft Budget 2013/14
- Produced 44 communications strategies
- Actively promoted and rebranded Sustainable Living Week, Spring Festival, Whitehorse Carols, Whitehorse Business Week, Heritage Week, Australia Day Awards and Celebrations, Swing Pop Boom! Music series, Global Fiesta and various other Council events
- Designed various banners, hoardings and vehicle livery including the waste fleet
- Continued media partnership with Channel 9 to promote Council festivals and events
- Continued sponsorship with the *Whitehorse Leader*
- Rebranded the Whitehorse Artspace, Box Hill Community Arts Centre and the MegaMile.

Challenges
- Communicating effectively with our diverse community
- Gaining state and federal government funding through advocacy campaigns
- Monitoring social media.

Moving Forward
- Supporting advocacy campaigns
- Keeping our community informed in a clear, concise manner
- Continuing to improve delivery of Council communications materials.

Corporate Services

Compliance Department

The Compliance Department has two main areas of responsibility incorporating Community Laws and Risk Management. The Community Laws Unit is responsible for Council's statutory, safety and amenity issues in the areas of domestic animal management, parking enforcement and the administration of a number of state and local legislation. In addition, the unit also manages Council's school crossing and fire prevention programs.

The Risk Management Unit works with other departments in identifying, analysing and treating risk and potential risks. The department also manages Council's responsibilities as they relate to emergency management, business continuity and coordinates the insurance needs of the organisation including the procurement of adequate insurance cover and the claims management process.

Highlights for 2012/13:

- The adoption of Council's second *Domestic Animal Management Plan* which takes the form of an advisory committee instead of a document. The advisory committee will examine new and emerging responsible pet ownership issues and recommend to Council initiatives in this area
- The upgrading of parking hand held devices that provide for improved reporting capabilities and potential interactive capabilities with other technology
- The development of Council's business continuity planning and capabilities with new procedures developed, department awareness of return to work objectives, the establishment of Business Continuity Steering Committee with representatives from across the organisation and testing and exercising having been completed
- A number of major exercises were conducted to test Council's capabilities to respond to emergency events and Council's Municipal Emergency Management Plan
- Completed a comprehensive service review of the Community Law Unit including a restructure to better meet community service requirements
- Engaged a new service provider for the collection of meter money saving 15 per cent over the previous contract
- Introduced monthly parking tickets in Whitehorse's off street car parks
- Hours of operation extended to 7am-7.30pm, Monday-Friday.

Challenges:

- Increasing demand on parking services impacted by the development occurring in the Box Hill Central Activities Area
- The rail grade separation program in Mitcham
- The impacts of the application of the White Paper on Emergency Management Reform on local government and its provision to support emergency service providers
- Effectively managing increasing insurance premiums impacted by worldwide and regional natural disaster and claim history
- Continuing the roll out of Whitehorse's Business Continuity Strategy and testing and exercising documented arrangements and procedures
- Building site management ensuring developments do not impact on the surrounding environments and ensuring it is safely maintained.

Moving Forward:

- Consideration of a regional approach to municipal emergency management planning and resource sharing
- Consideration of a claims reduction strategy to reduce percentage increase in insurance premiums
- Consider extending the electronic monitoring of parking management across business and commercial precincts
- Update and integrate Council's Risk Management Framework.

Corporate Services

Finance and Information Services

Finance Department
The Finance Department manages all of Council's financial transactions including preparing the annual budget and the annual financial statements for adoption by Council, as well as providing services to all departments for payroll, contracts and purchasing, management reporting and accounting services. Finance carries out the treasury function for Council ensuring funds are invested in accordance with the *Whitehorse Investment Policy*.

The Finance team prepares Council's critical strategic documents, the *Council Plan*, *Strategic Resource Plan* and the *Long-Term Financial Plan*. These documents set out medium to long-term objectives to ensure that the organisation remains financially sustainable.

Highlights of 2012/13:
- Revised the 10-year long-term plan to inform future Budgets and ensure financial sustainability
- Prepared the Budget 2013/14 that was adopted on 24 June 2013
- Conducted community consultation as part of an enhanced budget consultation process including:
    - Consultation at Councillor Ward Forums
    - Budget Survey distribution
    - *Annual Residents' Survey*
    - Budget specific questions
    - incorporated in the *Annual Residents' Survey*
    - Budget Reference Group with Councillors that met monthly
    - Review of budget submissions received in the previous year for consideration in 2012/13
    - More than 50 other Council consultations impacting on the development of the Proposed Budget 2013/14.
- Development of the *Council Vision 2013-2023* and *Council Plan 2013-2017*. This included community consultation as part of an integrated consultation process incorporating the Council Vision, Council Plan and *Municipal Public Health and Wellbeing Plan*. This included:
    - Councillor induction which captured their goals and aspirations for the four-year term
    - Staff workshops which included a cross section of employees
    - Online feedback platform *Your Say Whitehorse*
    - Community workshop held at Box Hill and Nunawading with more than 70 community members
    - Picture survey where more than 2000 surveys were completed via postal or online methods
    - Formal consultation – the formal process is a requirement under *Section 223 of the Local Government Act (1989)*.
- Participation in the DPCD local government performance reporting framework
- Participating in the MAV LG Financial Sustainability project
- Production of the 2012/13 Annual Financial Statements including the receipt of an unqualified audit opinion from the Victorian Auditor-General
- Held five meetings of the Audit Advisory Committee
- Reviewed the *Procurement Policy* and presented to Council for adoption
- Replacement of Council's Budget and Management reporting system
- Implementation of a series of transaction process improvements to reduce duplication and manual input.

Challenges:
- Maintaining Council's financial sustainability by consolidating the good steady progress towards achieving the sustainability measures set by the Victorian Auditor-General
- Continuing to focus on Council's Capital Works Program by achieving a

balance between reserves, borrowings and rate funding for major capital projects
- Managing the effects of changes to *Australian Accounting Standards* and financial reporting directives issued by the Department of Planning and Community Development.

Moving Forward:
- Implementation of an online time and attendance register for Council's leisure facilities
- Participating in the DPCD Local Government Performance Reporting Framework pilot program
- Purchasing and implementation of a Tendering and Contract Management system.

Information Services
Information Services provides support and maintains reliable and cost effective communications and computing systems, facilities and infrastructure to Council staff enabling them to deliver services in a smart, productive and efficient way.

The department also provides centralised corporate information management for the organisation including extensive on-site archival services, filing, maintenance, scheduling and disposal of all corporate records, as well as monitoring compliance with the Information *Privacy Act (2000)*.

Highlights for 2012/13:

Information Technology
- Installation of radio network links to selected remote sites to provide service improvements and network reliability
- Launched a new Mobile Device Policy
- Continued to achieve very low overall system downtimes
- Continued to develop and maintain council computer assets with a focus on efficiency and sustainability
- Assisted with the implementation of an Occupational Health and Safety system that will facilitate organisation wide hazard and incident reporting. The system will allow for the monitoring and management of all reported incidents and hazards through to resolution
- Conducted upgrades of core systems that support the day to day business processes within Council
- Continued to develop and maintain council computer assets with a focus on efficiency and sustainability.

Corporate Information
- Continued to promote information management best practices across the Council to strengthen the good record keeping culture
- Continued to review *Information Management Security and Information Privacy* requirements to ensure all staff members can retrieve the right information at the right time in order to make the right business decisions
- Continued internal training on information privacy to ensure that staff are able to carry out their duties with a sound understanding of the core principles of the *Privacy Act 2000*
- Continued to support all staff members with Information/Records Management and TRIM (Council's record keeping system) inquiries on a daily basis
- Updated Council's *Information Management Strategy*.

Challenges:
- Completing the implementation of initiatives and projects arising from Whitehorse City Council Collective Agreement 2012
- Appointment of an eLearning provider and system
- Roll out of new procedures related to the Protected Disclosures Act 2012.
- Implementation of the OHS audit actions
- Identification of Volunteer management systems and processes.

Moving Forward:
Information Technology
- Continue implementation of the virtual database consolidation project
- Continue the wide area network upgrade for remote sites

- Review organisational printing requirements and implement efficient and economical systems.

Corporate Information
- Continue TRIM Post Implementation Review
- Continue implementation with the *Information Management Policy*.
- Implementation of Year 1 actions in the recently approved Information Management Strategy.

Corporate Services

Organisation Development

The Organisation Development Department provides advice and support to managers and employees on human resource issues, learning and development, Occupational Health and Safety and injury management. The department is also involved in strategic initiatives such as change management and workforce planning.

Highlights for 2012/13:
- Completed and implemented the Whitehorse City Council Collective Agreement 2012 including a review of employee flexibility arrangements
- Assist with development and recruitment for the staffing structure for the redeveloped Aqualink Box Hill
- Delivered more than 82 different learning and development initiatives at various locations across Council and major compliance programs in Equal Opportunity, Privacy, Protected Disclosure, Fraud and Trade Practices
- Completed review of Council's eLearning strategy and appointed a new provider
- Increased the provision of WorkSafe Work Health Program to a progressive total of over 700 employees
- Ongoing implementation of RMSS Incident Reporting System
- Recruitment of new Volunteer Advisor who has enhanced services to streamline volunteer HR and OHS management, communication and training.

Challenges:
- Completion and implementation of Whitehorse City Council Collective Agreement 2012
- Appointment of an eLearning provider and system
- Implementation of the RMSS risk management system
- Identification of volunteer management systems and processes.

Moving Forward:
- Continuing to keep abreast of best practice strategies for achieving a viable, productive and long term workforce, potentially within changes industrial relations legislation
- Guide and support the implementation of the new staffing structure for the redeveloped Aqualink Box Hill including recruitment, on-boarding, induction, system set up for OHS and compliance and professional development and training
- Enhance and investigate automation of Council's employee on boarding and induction process
- Enhance Workplace Hazard identification and inspections
- Develop and implement volunteer OHS and training strategy.

Corporate Services

Property and Rates

The key responsibilities of the Property and Rates Department include the availability and delivery of accurate land and property information, the generation and collection of rates and fees, the provision of expert technical advice, and managing Council's property asset base.

The four units within the department are Geographic Information Systems (GIS), Property, Rates and Valuations.

The department coordinates the revaluation of all rateable property within

the city, provides a rating service for more than 68,800 assessments, reconciles all rate revenue accounts, provides desktop mapping tools and coordinates all property transactions for Council including sales, purchases, leases and road discontinuances.

Property staff members also provide professional and technical advice to other Council departments about managing Council land.

Highlights for 2012/13:

- Upgraded the GIS Servers and implemented the Weave GIS application
- Designed and developed the new A3 rate notice.
- Completed the work for the introduction of the State Government's Fire Services Property Levy
- Undertook a review of all non-rateable properties
- Coordinated the 2013 Department of Community Planning and Development "Community Satisfaction Survey" undertaken by independent research company JWS Research.
- Maintained the rates income collection-rate
- Commissioned and supervised the 2012 Annual Residents' Survey conducted by independent research company, Nexus Research
- Completed 2013 level asset valuations for Council owned land and Council owned buildings.

Challenges:

- Extend the new Weave GIS application to ratepayers and residents via 'Whitehorse Mapping GIS online'
- Develop a Lease Register that is integrated with Council's mainframe computer system, and is integrated with Council's asset management system. An integrated Lease Register will improve Council's lease management
- Coordinate development of a Rating Strategy that is consistent with Council's *Long-Term Financial Plan* and state government legislation and guidelines
- Develop a strategic review of Council property assets.

Moving Forward:

- Extend Weave GIS application to 'Whitehorse Mapping GIS online'
- Coordinate development of a Rating Strategy
- Complete a Strategic Review of Council owned property assets
- Investigate the potential for electronic rate notices, commencing for the 2014/15 financial year
- Implement an integrated Council Property Lease Register
- Implement a utility meter layer to the Weave GIS Application.

City Development

Planning and Building Department

The Planning and Building Department is responsible for planning policy development and providing strategic direction to support the appropriate growth in residential, commercial and industrial development within the city. It is also responsible for ensuring that development within the municipality complies with relevant planning legislation and for the assessment and determination of planning permit applications.

The department also provides full building surveying services, including building certification, design consultation and inspection of works.

Highlights of 2012/13:

- Relaunching the Whitehorse Built Environment Awards
- More efficient decisions on planning permit applications
- Introduction of the Industrial Strategy into the Whitehorse Planning Scheme
- Introduction of the Gaming Policy into the Whitehorse Planning Scheme
- Implementation of the MegaMile (west) and Blackburn Activity Centre Urban Design Framework
- Adoption of the Mitcham Station Precinct Built Form and Public Realm Guidelines.

Challenges:

- Responding to state government reforms to the planning system
- Implementing adopted structure plans and urban design frameworks through amendments to the planning scheme
- Advocating for state government funding for projects to improve the Box Hill Central Activities Area
- Maintaining adequate building enforcement actions based on the number of complaints received
- Continuous improvement of processes and procedures.

Moving Forward:

- Adoption of the Whitehorse Housing and Neighbourhood Character Review
- Implementation of the suite of new residential zones introduced by the state government
- Further implementation of structure plans and urban design frameworks
- Introduction of the Whitehorse Environmental Efficient Design policy
- Continue to advocate for state government funding for projects to improve the Box Hill Central Activities Area.

City Development

Business and Economic Development

The Business and Economic Development Unit leads, stimulates and facilitates local economic development in partnership with business and community networks.

The role of this unit in supporting business growth includes:

- Investment and development facilitation
- Networking and strategic business partnerships
- Business research, information and communication
- Promotion of local businesses
- Collaboration with stakeholders to maintain a regional focus.

Highlights of 2012/13:

- Whitehorse Business Week: more than 900 business representatives attended a series of business development and networking events
- More than 200 businesses attended a range of business workshops and seminars during the Boost Your Business program
- Promoted usage of Council's Business website, Council's business directory and online booking facility for Council's program and events
- Business website averaging 1550 hits per month

- Assessment of the Whitehorse economy in preparation for the new *Whitehorse Economic Development Strategy 2014-2019*
- Successfully conducted Council's annual Think Local Buy Local campaign
- Facilitated bi-monthly mentoring sessions and mobile mentoring bus visitations for local small businesses
- Completed Business Monitor Survey, assessing business conditions, opportunities and expectations
- Administered the 2013 Melbourne South East Regional Business Awards with 99 nominees, 62 finalists, eight category award winners and 355 event attendees.

Challenges:

- Maintain business confidence and engagement in times of economic uncertainty
- Encouraging local businesses to engage in contemporary online marketing technologies and opportunities
- Encouraging home-based business to grow and develop
- Identifying and facilitating the development of high growth industries
- Encouraging suitable and appropriate commercial development that strengthens the existing retail, business and industrial areas
- Attract appropriate investment to the Box Hill Central Activities Area

Moving Forward:

- Initiate and facilitate investment attraction through the communication of the *Whitehorse Investment Prospectus: Whitehorse, Discover the Advantage*
- Maintain a strategic focus in the growth and development of the local business community
- Renew the Special Rate and Charges scheme at appropriate retail precincts
- Maintain a regional focus to facilitate opportunities for local businesses and residents.

CITY DEVELOPMENT

Engineering and Environmental Services

The Engineering and Environmental Services Department provides a range of services to the community including traffic, road strategy, sustainable transport, strategic asset management, infrastructure, design and construction including the design, construction and revitalisation of urban public spaces, play space improvements. The department is also responsible for waste and recycling and coordinating implementation of the *Whitehorse Sustainability Strategy 2008-2013: Our Eco Vision*.

The Engineering and Environmental Services Department is responsible for strategic asset management planning for key infrastructure including more than 700 kilometres of road, more than 1300 kilometres of footpaths, 845 kilometres of drains, 14 gross pollutant traps, 38 litter traps, approximately 11,800 streetlights and 170 play spaces. The department is also the key driver and facilitator for many of Council's sustainability initiatives.

Design and Construction Team

The Design and Construction Team is responsible for the management of civil and urban design, capital works projects including scoping, designing, document preparation, tendering and supervision of works. Works include roads, drainage, traffic treatments, special charges schemes, revitalisation of urban public spaces, streetscapes and play space improvements.

Highlights for 2012/13:

- Resurfaced and reconstructed 12 kilometres of local roads including reconstructing Hawkins Avenue and Edgoose Avenue, Mont Albert as well as Rose Street, Box Hill
- Rehabilitated and constructed 1350 metres of stormwater drains
- Commenced the project planning for the bulk changeover of street lights to

energy efficient lights
- Completed the remaining works for the upgrade and reconstruction of the Bill Sewart Athletics Track as well as the design for the upgrade of the Hagenauer Reserve Athletics Track, Box Hill
- Managed the construction of the Box Hill Gardens multipurpose area
- Reconstructed shared pedestrian and bicycle paths in Bushy Creek Reserve, Gardiners Creek Trail along Canterbury Road, Simpson Park and Holland Gully
- Installed a new CCTV system in Britannia Mall and the adjacent Council car park in Mitcham
- Installed new play spaces at Wren Close, Sinnott Street Reserve and Lundgren Chain as well as commenced the design of the play space upgrade at Halliday Park, Mitcham
- Completed design and commenced construction on the upgrade of the streetscape in Carrington Road, Box Hill
- Provided Christmas decorations at various locations
- Upgraded the streetscapes at Blackburn Station Village and sections of the MegaMile and completed the upgrade of the streetscapes in central Box Hill and Station Street, Nunawading
- Awarded Leisure Australia's state and national award for excellence in planning – Whitehorse Play Space Strategy 2011 (announced in September 2012)
- Awarded Merit Award for Stormwater Excellence from Stormwater Victoria for the Box Hill Gardens Stormwater Harvesting and Reuse System.

Challenges:
- Continue to be a leader in local government in the use of recycled and sustainable materials for construction of infrastructure projects
- Seek state and/or federal government funding for the bulk changeover of streetlighting

Moving Forward:
- Complete the upgrade of the streetscape in Carrington Road, Box Hill
- Complete the first phase of the bulk changeover of street lights to energy efficient lights
- Continue streetscape works in Blackburn Station Village
- Complete the upgrade of the play space in Halliday Park
- Conduct the major drainage upgrades and rehabilitation works.

Engineering Assets Team

The Engineering Asset Team provides strategic asset management of roads and drains, management of road and drains asset databases and systems, the consideration and issuing of various permits relating to the protection of Council civic assets, easements, works on roads, flooding and drainage.

The Engineering Assets Team is also responsible for street lighting costs, charges and improvements and Council's statutory contribution to the Metropolitan Fire and Emergency Service and other engineering enquiries.

Highlights for 2012/13:
- Staff actively involved in the implementation of the new Integrated Asset Management System
- Completed 256 drainage investigations relating to flooding during extreme storms
- Completed stormwater drainage data collection for transfer of drainage data from historical plans to the GIS mapping system (41,500 pits and 41,000 pipes)
- Managed external contractors and service authorities working in road reserves to ensure that Council assets are not damaged
- Prepared and introduced new processes and procedures for consents to conduct works in road reserves and drainage easements and prepared guidelines and fact sheets for new procedures
- Commenced the review of the Road Management Plan

- Began the Road Assets Condition Survey
- Completed a revaluation of Road Assets.

Challenges:

- Management of Council assets relating to damage caused by building works and service authority works in road reserves
- Increasing customer requests relating to drainage issues due to the impact of climate change
- Management of the transfer of stormwater drainage data to the GIS mapping system.

Moving Forward:

- Continuation of the implementation of the Integrated Asset Management System, including going live with the drainage and roads assets data
- Development of handover procedures for roads and drainage assets
- Updating the Road Management Plan as a result of a review in 2013
- Updating the Stormwater Asset Management Plan and Roads Asset Management Plan
- Completion of the Roads Asset Condition Survey
- Reviewing and updating Council drainage policies to take into account the increased development within the municipality
- Ongoing maintenance of roads and drainage data
- Developing guidelines and fact sheets and clear point of contact for Construction Management Plans associated with development
- Preparing customer fact sheets and guidelines for drainage and roads.

Sustainability Team

The Sustainability Team is a key driver and facilitator of actions in the *Whitehorse Sustainability Strategy 2008-2013: Our EcoVision* and various Council sustainability plans. The Sustainability Team also deliver specific sustainability programs for energy, water and waste within Council and the community. The team is also responsible for the delivery of Council's key waste services for domestic garbage collection, kerbside recycling and hard and green waste collection. Full details of the work from this team can be found on page 37 within the *Sustainability Initiatives* section.

Highlights for 2012/13:

- Implemented key actions in the *Whitehorse Waste Management Plan 2011*
- Commenced new seven-year contracts for Council's waste and recycling services for domestic garbage, garden organics, recyclables, hard waste arrangements offering a flexible year-round collection service
- Planned and commenced the rubbish bin downsize program and delivery of additional recycling and garden bins. This project involved widespread communication and engagement with the community, organising the logistics, and commencing the roll out of 48,000 new 80 litre rubbish bins, 16,900 additional recycling bins, and 5100 additional garden bins
- Implemented a home composting trial involving 200 households using different forms of home composting to assess different ways of diverting food waste from the rubbish bin, and therefore reducing waste sent to landfill
- Developed and implemented a successful Sustainable Living Week 2013 with 21 community events and workshops attended by more than 7000 people, eight community groups and 23 schools
- Planned and delivered a successful 2013 Sustainability Awards program that recognised the community efforts to live more sustainably and provide community leadership
- Provided a series of sustainability workshops and events throughout the year covering topical issues such as the waste reduction, food waste avoidance, home composting, sustainable gardening, energy and water saving, recycling and permaculture
- Promoted fair trade products and

developed events for Fair Trade Fortnight to raise awareness about fair trade ethics, suppliers and products
- Conducted a Renew kerbside collection and Drop-Off Day for the recycling of unwanted but useable household items. A total of 45,750kg was collected from the kerbside Renew Service and 47,900kg of electrical goods and household items was brought to the Renew Drop-Off day
- Continued to provide free recycling services for light globes and batteries as well as a free shower head exchange
- Promoted the Live Green with LESS program, offering free and discount energy and water-saving products to household and businesses
- Continued to provide community rebates for the installation of water tanks, solar hot water, solar panels and home composting systems
- Continued to support sustainable community groups such as Sustainability Street and Transition Whitehorse Community
- Supported two local schools to participate in the Australian Sustainable Schools Initiative program, AuSSI Vic and promotion of the program to all local schools.

Challenges:
- Further reducing waste sent to landfill, in particular the recovery and recycling of organic food garden waste and recyclables from garbage bins
- Further reducing Council and the community's carbon footprint through the reduction in energy consumption and increased use of renewable energy
- Continuing to strive towards Council's target for energy, water and waste reduction
- Planning and delivering the significant changes to the waste and recycling bin services that affected almost every household, with a total of more than 70,000 bins from 3 different waste and recycling services.

Moving Forward:
- Implementation of actions from key sustainability strategies such as the *Whitehorse Sustainability Strategy*, *Waste Management Plan*, *Climate Change and Adaption Plan* and the *Peak Oil Action Plan*
- Assisting the community with the changes to waste and recycling bin services, in particular with the downsizing of the rubbish bin to a new standard 80 litre size
- Delivering a series of workshops, events and activities on priority sustainability issues such as waste avoidance and minimisation, and reducing energy and water consumption
- Developing and delivering a successful Sustainable Living Week program.

Transport Team

The Transport Team provides transport engineering services, advice on planning permit applications, response to transport customer requests, strategic traffic and sustainable transport planning, public transport and bus shelter issues, parking management, preparation and community consultation for future traffic treatments and the delivery of the *Road Safety Strategy* and the *Whitehorse Integrated Transport Strategy*.

Highlights for 2012/13:
- Delivery of 46 school-based road safety, sustainable transport and active transport programs
- Delivery of 7 programs focusing on the transport needs for elderly community members
- Placement of Council's speed observation trailers in 253 local streets
- Delivery of 5 early childhood road safety programs
- Delivery of 6 road safety programs targeting culturally and linguistically diverse people
- Delivery of 34 programs targeting vulnerable road users such as pedestrians, cyclists and motorcyclists
- Installed traffic treatments in Hawthorn Road, Forest Hill

- Commencement of development of the *Whitehorse Community Road Safety Strategy*.

Challenges:
- Increasing number of customer requests and planning referrals
- Changing state government priorities.

Moving Forward:
- Adoption of the new *Whitehorse Community Road Safety Strategy*
- Continue to focus on the safety needs of pedestrians (particularly elderly pedestrians) and cyclists
- Assist with the removal of rail crossings at Mitcham Road, Mitcham and Rooks Road, Nunawading
- Assist with preparing the feasibility study into the removal of the rail crossing at Blackburn Road, Blackbun
- Council continued involvement with the Local Government Doncaster Rail Study Group
- Continue to advocate to the state government for additional bicycle infrastructure throughout the City, such as the Box Hill to Ringwood bike path and a bike path through the Healesville Freeway Reservation.

HUMAN SERVICES

Arts and Recreation Development Department

Cultural Facilities and Programs
Arts and culture is an integral service of Council. There are many different ways people access and chose to participate in arts and culture in Whitehorse. There are five cultural facilities that host art programs and activities throughout the year, a festival season of events, weekend markets, public art and venues for hire for community run activities. The cultural services offered to the community are many and varied reflecting the diversity of the Whitehorse community.

Highlights for 2012/13:

- Chinese New Year – the Year of the Snake: Box Hill Community Arts Centre worked with 17 Whitehorse schools in partnership with the Asian Business Association of Whitehorse and Centro Box Hill to produce a 17 metre long snake displayed at Centro Box Hill for Chinese New Year celebrations
- Matsudo Week: the Box Hill Community Arts Centre worked with Council's Civic Services Department to facilitate Japanese workshops, an exhibition on the theme of Kawaii and a wonderful Japanese themed concert presented by Boite
- A collaborative exhibition of heritage and contemporary artworks from three local government art collections were held at the Whitehorse Artspace, Manningham Gallery and Maroondah Gallery. Visitors exceeded 2000 across the three venues
- Major conservation was conducted on key heritage works in the Whitehorse Art Collection, with a hidden drawing being discovered on the reverse of an artwork by Impressionist artist Tom Roberts
- Box Hill Town Hall staff conducted 34 community tours of the complex and the Artspace containing an in-depth history of this iconic building for visitors and groups
- The Whitehorse Centre conducted a highly successful professional theatre and music season with a number of sold out shows and particularly strong subscriptions sales with approximately 900 package buyers for Season 2013
- Heritage Week 2012 – Back to the 70's: user surveys were conducted for the 15 events with the majority of respondents indicating that they found each of the events very enjoyable and considered Heritage Week an important aspect of local community life
- Australia Day Concert: approximately 15,000 people gathered for the concert and fireworks display. Amendments to the site plan eased access and increased the audience viewing space
- An interpretive panel for the South African and China War Memorial, known as the Boer War Memorial, was installed in the Whitehorse Road median strip adjacent to the Memorial.

Challenges:

- To maintain and increase use of Box Hill Town Hall meeting spaces
- Ensuring marketing and communication of cultural services is effectively reaching its intended community
- Managing the increasing maintenance and safety fit-out requirements for ageing facilities
- Addressing the needs of changing demographics such as increasing attendance by young people at cultural activities and enabling more people with mobility issues to access programs
- Increase participation for heritage programs and attendance at Schwerkolt Cottage.

Moving Forward:

- Development of social media opportunities for the Box Hill Community Arts Centre, Whitehorse Centre and festivals
- Develop further partnerships with organisations to facilitate funding for community art projects

- Strengthening partnerships with surrounding gallery spaces (Deakin University, Manningham and Maroondah galleries) will continue with more collaborative exhibitions being planned
- Roll out of an Event Permit Guide to assist community organisations to run safe events in Whitehorse and comply with appropriate safety requirements
- Commence an Accessible Events Project with Metro Access – the full project will include the completion of accessibility checks, creation of an internal accessible events guide and checklist, guidance and checklist for inclusion in the Event Permit Guide and changes to event planning to increase accessibility at all Council festivals and events
- Commence a sustainable events project with the Sustainability Team – the full project will include creation of an internal environmental sustainability event guide, guidance for inclusion in the Event Permit Guide, carbon offsetting to make festivals carbon neutral and changes to event planning to make festivals more sustainable
- Formal internal event stakeholder consultation process to be implemented for high impact events
- Develop and maintain formal partnership agreements between Council and local, state and federal cultural heritage groups and organisations.

Leisure Facilities

The Leisure Facilities Unit provides leisure and recreational activities for the Whitehorse community and comprises of five facilities – Aqualink Nunawading, Aqualink Box Hill, Morack Public Golf Course, Nunawading Community Centre and Sportlink Vermont South.

Highlights for 2012/13:

- Aqualink Box Hill temporary service arrangements during the redevelopment have operated with good utilisation. Gym and swim membership numbers in particular exceeded expectation with 115 per cent and 97 per cent retention rates respectively
- During the specific Aqualink Box Hill redevelopment periods, Aqualink Nunawading opened its doors to Aqualink Box Hill members. This resulted in a significant increase in the number of dry program classes at Aqualink Nunawading
- Aqualink Box Hill gym implemented a program for members during March where 111 members participated in the Hall of Fame program and received the opportunity to participate in a one off or series of fitness assessments
- Improvements to the men's and women's main change room facilities at Aqualink Nunawading
- Sportlink launched a corporate package offering meeting spaces and team building activities for local Whitehorse businesses
- Centre patronage at Nunawading Community Centre continued to increase by approximately 7 per cent on the previous year. This was mainly due to increasing enrolments in Nunawading U3A activities and increased stadium use
- Morack Public Golf Course received further course improvements including the installation of drainage on the 2nd, 3rd, 6th, 7th and 12th fairways, providing better access and playability for golfers all year round
- The land has been reshaped adjacent to the 6th hole at Morack Golf Course to improve water retention during heavy rain fall. This, combined with other earthworks, has successfully allowed the redirection of water away from the 6th and 7th fairways.

Challenges:

- Aqualink Nunawading has experienced a significant increase in aquatic attendances during the year due to the Aqualink Box Hill redevelopment and the closure of the Ringwood Aquatic Centre. This has presented challenges in terms of managing pool space and ensuring the needs of programs and casual users

are met. The availability of parking has also been a challenge during this time
- While the covered outdoor pool at Aqualink Box Hill will be decommissioned in December 2013 when the new facility opens, it has required ongoing maintenance to keep it operating with much of the plant and infrastructure exceeding normal life expectancy
- Unprecedented weather conditions throughout the winter period and hot dry summer saw the oncourse water storage dam at Morack Public Golf Course at its lowest level in many years. A reduced watering regime of fairways, tees and greens was introduced in order to ensure water reserves lasted throughout the summer. This impacted course presentation and playability and had a significant impact on player numbers
- The age and associated limitation of the Nunawading Community Centre building.

Moving forward:
- Planning is well underway for the opening of the new Aqualink Box Hill facility in mid December 2013. Staff recruitment for positions within the new structure has commenced and will continue through until handover of the facility in November. Planning activities will also include identification of new programs, development of a marketing plan, documentation of new systems and procedures and staff training and induction
- Sportlink will work towards introducing new program initiatives including holiday sports camps for primary school aged children and increasing off peak court use through specifically targeting secondary schools and school sport organisations.

Parks Planning and Recreation Unit
The Parks Planning and Recreation Unit primarily facilitates the planning and policy for parks, open space and recreation resources throughout Whitehorse. This includes the administration and facilitation of Whitehorse Parkland Advisory Committees and the support for sport and recreation clubs through provision of recreational facilities and club development seminars.

Whitehorse has a significant and diverse physical heritage that includes bushland, waterways, regional parks and gardens. There are approximately 335 open space areas in Whitehorse (690 hectares), which represents approximately 10.7 per cent of the municipality. Approximately 590 hectares of this land is owned and managed by Council. Contained within these areas are 60 sports fields, 170 playgrounds and about 30 kilometres of off-road trails.

The community recognises that participation in recreational or leisure pursuits is an important element of a healthy lifestyle. Residents are fortunate to have access to a diverse range of leisure opportunities, covering a broad spectrum of active and passive recreation.

Highlights for 2012/13:
- Constructed a new multipurpose area in the Box Hill Gardens
- Completed the works associated with the upgrade of the Bill Sewart Athletics Track redevelopment
- Completed upgrade works to the sporting pavilion at Billabong Park
- Installed new floodlighting at Heatherdale Reserve sporting fields
- Commenced Elgar Park Master Plan
- Completed design work for various infield components of Hagenauer Athletics Track
- Completed the Mont Albert Reserve Concept Plan
- Completed design for Mont Albert Reserve Pavilion redevelopment
- Commenced the design process to consider an extension to the Box Hill Skate Park
- Commenced a review of Council's *Sporting Facilities Guide*
- Commenced the roll out of the renewal of sport and recreation lease agreements
- Purchase of land in Mitcham for future open space

- Successful events held including the Whitehorse Sports Awards, Parkland Community Forum and South Eastern Skateboard League 2012 Series.

Challenges:

- Managing the sustainability of open space and use of sports fields under challenging weather conditions and increase in general use and club participation across a number of sports
- Working with the Department of Education and Early Childhood Development and local schools negotiating joint use agreements and experiencing increased demand for school use of Council-owned sporting ovals
- Working with other government agencies to develop bicycle routes along their assets
- Working on meeting the aims of the Whitehorse Open Space Strategy, particularly the acquisition of new open space

Moving Forward:

- Construct a new circuit path in Box Hill Gardens
- Complete the review of the Recreation Strategy Plan
- Complete the Elgar Park Master Plan
- Commence upgrade works to the sporting pavilion at Mont Albert Reserve

HUMAN SERVICES

Community Development Department

The Community Development Department provides a range of initiatives to improve the wellbeing, social connectedness, capacity and strength of the Whitehorse community. Examples of work includes social research, community profiling, policy development, strategic planning, capacity building, community strengthening, health promotion, and specific projects with an emphasis on working in partnership with local services and organisations to develop the community.

Key areas of focus include: the *Community Wellbeing Plan*, *Disability Policy and Action Plan*, *Diversity Policy and Action Plan*, *Reconciliation Policy and Action Plan*, *Volunteer and Civic Participation Strategy*, affordable housing, responsible gambling, community grants, neighbourhood and community houses, Whitehorse Emergency Relief Network, senior citizens centre, drug and alcohol issues, working with people with a disability and disability service providers, coordination of volunteers, Indigenous reconciliation, working with diverse and multicultural communities, community hubs and community safety.

Highlights of 2012/13:

- Coordinating a number of successful and highly attended community events – Seniors Festival, Global Fiesta, volunteer recognition function and milestone event, interfaith forums, Women's Forums and the Sorry Day flag raising ceremony
- Administration of the Community Grants Program and the successful funding of many local services and agencies, with the aim of delivering locally relevant and responsive initiatives
- Resource and support provided to the Disability Advisory Committee and the Reconciliation Advisory Committee
- Resource and support provided to the Whitehorse Interfaith Network and the Whitehorse Volunteering Network
- The implementation of the *Whitehorse Municipal Public Health and Wellbeing Plan*
- The City of Whitehorse Scholarship – two scholarships are available for students living in Whitehorse and in their first year of study at either Box Hill Institute or Deakin University
- Redevelopment of the *Whitehorse Disability Policy and Action Plan*, *Whitehorse Diversity Policy and Action Plan* and the *Whitehorse Positive Ageing Strategy*
- Ongoing coordination of family

violence prevention initiatives across Council
- Coordination of Council's 500-plus volunteers across Council and civic participation initiatives across the municipality
- Development of Whitehorse demographic tip sheets
- Development and production of the *Whitehorse Get Involved Booklet*.

Challenges:
- Further strengthening collaborative working relationships across the municipality
- Continue to actively engage with the local community to build capacity, strengthen the community and work towards inclusion and enhancing health and wellbeing outcomes
- The broader promotion of the Whitehorse scholarship program to the Whitehorse community
- The VicRoads Mitcham and Rooks Road rail grade separations and the acquisition of the Mitcham Senior Citizens Centre and the relocation of the user groups
- The recent fire at the Whitehorse Community Resource Centre (Forest Hill) and working with the organisations and groups based there.

Moving Forward:
- Development of the *Whitehorse Community Wellbeing Plan 2013-2017*
- Development of the *Whitehorse Volunteer and Civic Participation Strategy 2013- 2017*
- Implementation of the *Whitehorse Reconciliation Plan*, *Disability Policy and Action Plan* and the *Diversity Policy and Action Plan* and a number of other key strategic policies and plans
- The October Whitehorse Women's Forum
- Community Safety Month activities in October 2013
- Development of a community engagement framework and strategy for Whitehorse
- Working with the Whitehorse Community Resource Centre (Forest Hill) to settle into their interim space until works at the Centre are complete.

Spotlight:
Your Say Whitehorse
Whitehorse City Council has established an online community engagement site to allow the people who live, work and participate in recreational activities in Whitehorse to provide input into a broad range of plans, policies and projects.

The site enables residents to make comments, respond to surveys, participate in discussions and view updates relating to past, current and future projects undertaken by Council.

The online tool was utilised in the development of the Council Vision, the Whitehorse Council Plan, stage one of the development of the *Whitehorse Municipal Public Health and Wellbeing Plan,* and the *Whitehorse Road Safety Strategy*.

HUMAN SERVICES

Health and Family Services Department

The Health and Family Services Department provides social support services to children, youth and families as well as public health services to all residents in the city. Services include the provision of 270 centre-based and 150 family day care-based childcare places for the community, and six maternal and child health family centres that cater for almost 7000 families per year.

The department provides youth support programs that attract more than 3000 young people, 10 monthly immunisation clinics and a number of health protection services including food safety and communicable disease management of businesses.

The department also manages Council's Municipal Emergency Management – Recovery responsibilities.

Highlights for 2012/13:

- Successful collaboration with partner organisations to deliver key strategies contained in the *Whitehorse Municipal Youth Plan 2009-2013* and the *Whitehorse Municipal Early Years Plan 2009-2013*
- Whitehorse family day care and the Central Box Hill Children's Services Centre were successful in their assessment against the standards laid down in the new National Quality Frameworks. (Council's four other children's services centres have yet to be assessed under the new standards. They each achieved a high quality rating under the previous standards)
- Council's Youth Services was successful in its application for state government funding to conduct the FReeZA program which will facilitate 12 cultural events for young people over the next three years
- Completion of Council's Youth ConneXions facility. The new design facilitates much better use of space and support services for young people. A new music room has been incorporated into the new design
- Council's Inclusion Support Facilitators provided outstanding support for more than 113 federal government funded childcare services over the past year. This support enables more than 210 families with special needs children in the community to be able to participate in these important community support programs
- Nearly 7000 families (including 1945 new mothers) were assisted by the Maternal and Child Health Team during the year. Approximately 30,000 centre and home based consultations were provided for these families
- Council's Environmental Health team carried out more than 1600 food safety assessments across 930 food premises during the year. This included around 800 food businesses assessed as part of Council's Five Star Hygiene Rating systems
- Council's six parent information sessions continue to be well supported in the community with more than 1000 parents attending the sessions during the year.

Challenges:

- State and federal government changes to childcare regulations and policies are having a continued impact on service costs and in turn the affordability of childcare for families
- Development of the next iteration of both the *Whitehorse Municipal Youth Plan* and the *Whitehorse Municipal Early Years Plan* to cover the period of 2014 – 2017
- The state government is conducting a major review of Maternal and Child Health services. The outcome of the review and future funding arrangements are unknown at this stage
- There has been an increase in the number of families and young people presenting to our services with complex needs requiring both support and referral to specialist support agencies. Many of these agencies are reporting high workloads at this present time.

Moving Forward:

- Council's Maternal and Child Health Service together with the Whitehorse Community Health Service will deliver the Baby Makes 3 program to new families over the coming year. The program will assist new fathers in understanding the important role that they play in the life of their new child
- Continued implementation of the National Quality Framework which pertains to improving the quality of childcare and education outcomes. This includes further staffing changes in 2014 and 2016
- Expanding the use of social media to engage and provide information to young people who would otherwise would not have access to such information
- Continue to promote Youth ConneXions to young people across the municipality through outreach-based work and distribution of new youth cards

- Implementation of the Box Hill Assertive Outreach Program as an effective strategy to proactively engage with young people and provide information and support. The program will ensure contact with young people who would otherwise not receive support or contact with youth service agencies
- Continued advocacy to the federal government concerning the ongoing issue of childcare affordability.

HUMAN SERVICES

Home and Community Care Department

The Home and Community Care Department provides a range of in-home and community based services for frail, vulnerable and isolated older people, people with a disability and their primary carers. Services include home care, personal care, respite support, home maintenance, assisted transport, food services and social support programs.

Approximately 4500 residents access Council's range of support services to assist them to remain living independently and to participate in community life. The department is funded to provide 90 Community Aged Care Packages (CACPs) which provides clients with complex needs with individually tailored packages of aged care services.

The department also manages and provides support to residents at Council's Gowanlea Independent Living Units and Combarton Street Rooming Houses.

Highlights for 2012/13:

- Developed a team philosophy – Together We Make a Difference
- A joint Quality Review was completed in August 2012 for the HACC and CACP's programs against the Community Care common standards. HACC performed extremely well during the review with only one required improvement across both programs and addressed immediately
- Information sessions to community groups including two sessions for 26 Chinese Delegates on services for ageing populations
- HACC is currently up to date with the latest version of the client management system Carelink+ with the latest release incorporating three releases, including increased function around management reporting
- All HACC staff completed dementia training
- A large portion of HACC staff completed CPR and first aid training
- Developed a partnership agreement with the Whitehorse Community Health Service (WCHS) and the Royal District Nursing Services (RDNS) to establish a Practitioners Working Group which will meet on a semi-regular basis
- Major review of the programs run at Mountain View Cottage to increase consumer participation and program growth has been completed and a set of recommendations released
- HACC department has been selected as one of three councils in the eastern metropolitan region to participate in a two-year government funded Occupational Therapy (OT) pilot project.

Challenges:

- Ongoing recruitment and retention of general home care staff
- Managing the high volume of community calls into the HACC department provides challenges for staff in responding to queries and managing workloads
- Ongoing implementation of the Active Service Model, goal directed care planning and the likely impact on service delivery targets.

Moving Forward:

- Continuing to support the newly established Practitioners Working Group with WHCS and RDNS
- Commencing the OT in Council project will provide a significant reduction in wait time and improved outcomes for clients of the HACC department who

have traditionally been referred to external service providers
- Continued implementation of the Active Service Model across the department with further staff training required to ensure that all staff work towards agreed goals with clients
- Continued development of department guidelines and procedures to ensure clear processes and provision of quality services to clients.

HUMAN SERVICES

Library Services (Whitehorse Manningham Libraries)

Public libraries support community knowledge, connection and engagement. The Whitehorse Manningham Libraries provide services and programs that offer opportunities for the community to access and share ideas, learning, information and stories. Our libraries are welcoming and inclusive community spaces that are well used and accessible to all members of our diverse community.

Library services in Whitehorse are provided by the Whitehorse Manningham Regional Library Corporation with branch libraries located in Blackburn, Box Hill, Nunawading and Vermont South. Access to library services are also available at www.wml.vic.gov.au as well as an Outreach Service provided for housebound residents.

Highlights for 2012/13:
- Self Service Loans were introduced at the Box Hill, Nunawading and Vermont South libraries and is anticipated to be available at Blackburn Library in 2013. Library members have welcomed the option of self loans and renewals.
- eBooks are now available 24/7 from the library's website. Apps are available to download titles to compatible mobile phones while books are downloadable to computers and eReaders.
- The High Road to Reading program, presented in partnerships with the State Library Victoria, brought authors to public libraries across Victoria for readings, talks and workshops. Highlights included presentations by Ramona Koval and musician and author Dave Graney at Nunawading Library
- The popular Family Fun Day at Box Hill Library was a day of free activities and events with live children's performances by Carp Productions, a sausage sizzle, balloon animals and face painting.

Challenges:
- The use of wi-fi internet services by library members at the Whitehorse Libraries continues to increase at an outstanding rate. Keeping up with community demand for this service and other new technologies will remain a challenge for the library services.

Moving Forward:
- The implementation of a new four-year *Library Plan 2013-17* will set a new strategic direction for library services. Public libraries are operating in an environment of increased social, economic and technological change. These key drivers of change present opportunities and challenges as service provision evolves and responds to meet the needs of the community
- While the promotion of reading, literacy and access to information will continue to remain at the core of library services, the formats and methods used to deliver these services are transforming.

INFRASTRUCTURE

Capital Works Department

The Capital Works Department has four areas of responsibility:

- Planning and management oversight of Council's Capital Works Program
- Project management of building capital works
- Maintenance of Council buildings
- Development and implementation of Council's *Asset Management Strategy*.

The existing five-year Capital Works Program was reviewed as part of the annual budget development process and continues to provide valuable forward planning guidance across Council's major asset groups of roads, footpaths, drains, parks and buildings. In accordance with Council's *Asset Management Policy*, funding priority is allocated to renewal and refurbishment projects to ensure Council's assets continue to provide an acceptable and safe level to the community.

Highlights of 2012/13:

- Met corporate business plan targets by completing 197 (97 per cent) projects collectively valued at $49 million which equates to 96 per cent of available capital funding
- Project managed capital building and renewal works totalling $5.9 million including the completion of multi-million dollar sports pavilion redevelopment project at Springfield Park and Billabong Park
- Developed a Climate Change Action Plan for vulnerable Council buildings
- Project managed the customisation and 'go live' commissioning of the Works Management module in Council's integrated asset management system for building, major plant and light fleet assets
- Developed a road asset database for road pavement, kerb and channel and footpath segments with a GIS display layer
- Facilitated the development of an updated five-year Capital Works Program
- Remedied 85 defects to include 45 non-Council owned buildings on Council's Essential Safety Measure compliance program.

Challenges:

- Meeting corporate targets for the establishment of core maturity under the federal governments National Asset Management Assessment Framework
- The commissioning of Works Management for road and drainage assets in Council's Asset Management System
- The implementation of pest control and test and tag compliance program across all Council buildings
- The establishment of a viable business case for co-located children's services hub in Whitehorse
- Completion of all projects on Council's annual Capital Works Program.

Moving Forward:

- Integrating updated Asset Management Plans for transport, buildings, open space, drains, plants, light fleet and IT assets into the annual review of Council's five-year and ten-year Capital Works Program
- Continuing to improve the rigour and sophistication of Council's Capital Works nomination and evaluation process
- The implementation of the Climate Change Adaption Plan for Council buildings
- Establishing and implementing maintenance arrangements that respond to the higher level of service standards demanded by the Aqualink Box Hill facility once it opens to the public in December 2013
- Facilitating the development of standardised defect inspection and condition assessment manuals for road and drainage infrastructure
- The development of community tested levels of service standards to guide future capital investment decision making.

INFRASTRUCTURE

City Works

The City Works Department is responsible for coordinating and managing construction and maintenance works for Whitehorse's 700 kilometres of sealed roads, 1400 kilometres of footpath, 900 kilometres of underground drains, 42,000 drainage pits and 72 shopping centres. Other services provided by City Works include graffiti removal, signage repair and replacement, street furniture repair and replacement, pavement line marking, street sweeping, litter bin waste collection, cleaning of pubic barbeques and toilets, clearing constructed laneways and removal of dumped rubbish. The department also operate and maintain the commercial operations store, carry out workshop repairs and maintenance of small plant and equipment, and also coordinate fleet and vehicle replacements

Highlights for 2012/13:

- Achieved outstanding internal audit performance results for compliance with Council's Road Management Plan for all services delivered by City Works
- Delivered the $1.86 million footpath renewal Capital Works Program on time and within budget
- Delivered the $3.338 million plant replacement Capital Works program in accordance with the replacement schedule and within budget
- Implementation of improved township cleansing processes and use of new technology for enhanced service delivery, resulting in an improved appearance of the municipality. Whitehorse was the first Council in Victoria to introduce an environmentally friendly electric 'Glutton' cleansing machine (effectively an electric outdoor vacuum cleaner designed for street and footpath cleaning) in its cleansing functions
- Awarded a new four-year contract for the provision of concrete and kerbing services, to be delivered by four concrete contractors
- Successfully implemented a new heavy leaf street sweeping program, where over 6000 households in Council's 135 heaviest leaf fall streets were notified when their street is scheduled to be swept. This resulted in a more effective street sweep and recorded the greatest volume of litter and leaf matter removed during the autumn leaf fall period since commencement of this service. A total of 1,049.13 tonne of litter was removed from Council's streets since April 2013 (April to July) and 2,723.99 tonne over the past year
- City Works went 'live' with works management for plant and fleet in Council's new Asset Management System in May 2013. This involves City Works staff issuing work orders against individual fleet and plant assets. Assets will be managed in a more effective manner as each asset will have a history of maintenance and expenditure recorded against it. Council staff will be able to analyse the performance of each piece of fleet and plant individually and make better informed decisions
- Implementation and use of new technology to support Council's cleansing crew and assist with various township cleansing functions. New equipment introduced include a 'Glutton Machine' (electric outdoor vacuum machine) and a Tennant T16 Footpath scrubber to maintain and clean the new bluestone footpaths surrounding Box Hill Mall
- Maintained effective relationships with the Nunawading VicSES unit, which is centrally located in the municipality and operates its services from Council's commercial operations centre. Council's After Hours crew and the Nunawading SES worked effectively and collaboratively to assist our community during the storm event of 1 June 2013. Melbourne had its heaviest June rainfall on record with some catchments, including areas of Whitehorse, experiencing rainfall volumes in excess of 100mm over 24 hours

- Appointment of a first year apprentice mechanic in Council's workshop, to specialise in diesel servicing, repair and maintenance of plant and equipment. Improvements continue to progressively be introduced to the workshop providing a professional and safe environment.

Challenges:

- Delivery of the heavy leaf street sweeping program which experienced the highest fall ever recorded. This is due to significant tree growth and thick tree canopies forming, following good rainfall last year and a consistent hot summer earlier this year. Significant challenges in heavy leaf streets are experienced due to commuter parking and residents raking leaves from their nature strip, footpath and property into the kerb for sweeping
- City Works staff are preparing to roll out works management for roads and drainage in Council Asset Management System. The anticipated 'go live' date is by the end of 2013. This will require City Works staff to set up programmed maintenance schedules and reactive activities and response time for all roads and drainage related assets
- Management of the stormwater drainage maintenance program, which provides proactive, reactive and programmed inspections, repair and maintenance of Council's stormwater drainage pits and pipes to reduce the incidence and potential of inundation. All roadside stormwater drainage pits are inspected twice a year and programmed for cleaning and clearing as required. Delivery of the program will better prepare City Works to efficiently and effectively respond to significant weather events such as flooding and wind storms that typically provide limited time for planning and response
- Auditing and monitoring crew and contractor performance and work standards for consistent high quality service delivery, including footpath maintenance and renewal works, asphalt works, drainage repairs, line marking, BBQ cleansing, public toilet cleansing, street sweeping services, street litter bin collection, signage replacement, township cleaning, laneway maintenance and programmed cleaning
- Management of Council's Graffiti Removal program to include rapid removal of graffiti vandalism from Council buildings, facilities, infrastructure, parks, playgrounds and reserves. Provision of support, advice, guidance and assistance to owners of private property to promptly remove graffiti from their properties
- Managing the requirements and challenges that an ageing workforce presents in the delivery of work services. Integration with Council's Asset Management System and training of the ageing workforce to use mobile devices and new technology.

Moving Forward:

- City Works will be heavily involved in achieving some of Council's Asset Management Strategy actions such as the update of Council's Road and Drainage Asset Management Plan; the development of defect inspection manuals for road and drainage infrastructure; and the development of Condition Assessment Manuals for roads and drainage infrastructure
- Works management for fleet and plant using Council's new Asset Management System. This involves City Works staff issuing work orders against individual fleet and plant assets
- Deliver routine and programmed maintenance works in accordance with the prescribed standards of maintenance applicable to local roads and pathways within the appropriate frequencies of inspection and relevant timeframes of Council's Road Management Plan
- To review and award four new cleansing contracts for the opening and closing of public toilets, cleaning public toilets, cleaning automated toilets and barbecue cleaning

- To appoint three new full time positions in the City Works Cleansing Team including a Graffiti Removal Officer, a dedicated Township Cleaner and Programmed Cleaner. To amend current programs and develop new cleansing schedules to incorporate additional precincts and street shopping strips.

Spotlight:
Renew Drop Off Collection
On Saturday 1 June 2013, Council organised the Renew Drop Off Day from its Commercial Operation Centre. The Renew collection was similar to the previous events carried out in June 2011 and May 2012. The event was advertised and promoted to our community by Council's Sustainability Department who worked collaboratively with the City Works Team facilitate the event.

The service provided residents with the opportunity to drop off their unwanted household and electronic items (e-waste) for reuse or recycling – such as televisions, computers and radios, textiles and other larger or fragile items. The electronic items were mostly collected for reuse through charities however, some items were recycled. Based on experience from the previous year's event, the contractor anticipated that approximately 90 per cent of the goods collected would be e-waste, comprising 60 per cent televisions and 30 per cent computers. Five skip bins were provided to collect e-waste, one for mixed metals and one for furniture. Two four tonne trucks collected white goods and two trucks collected clothing.

The contractor provided a skip bin on the day of collection for disposal of any non-recyclable items that people might bring. A couple of charities attended on the day to directly collect any useable textiles and larger furniture that residents dropped off.

The event ensured that e-waste items were disposed safely and appropriately under a supervised and controlled setting and not left behind or dumped on nature strips and in our parks and reserves.

Given the significant rainfall experienced on 1 June 2013, the number of vehicles that attended the day was lower than previous years. The contractor recorded that 520 vehicles attended the Renew Drop Off Day.

INFRASTRUCTURE

ParksWide

Whitehorse City Council has more than 690 hectares of open space including bushland reserves, parks, gardens, recreation reserves and trails, combined with tree lined residential streetscapes to form a pleasant urban environment. Council's ParksWide team provides maintenance of these extensive park and horticulture assets in close collaboration with the Whitehorse Parkland Advisory Committees.

Major activity conducted includes maintenance and enhancement of remnant bushland reserves, management and maintenance of street and park trees, general parks and gardens maintenance and horticultural services.

ParksWide manages Council's nursery, maintains and manages Council's sports fields including the Box Hill City Oval and Wembley Park as well as maintaining playgrounds and other items of open space infrastructure.

Highlights for 2012/13:
- Installation of an irrigation and drainage system at Mortc Park West sports field
- Development of draft ParksWide Service Delivery Standards
- Installation of new sports field training lights at Springfield Park East
- The 2012/13 fire danger season was successfully managed with no major issues
- The Bellbird Dell Fire Management Plan review was completed in May 2013 and presented to Council. Key actions arising from the plan will be

implemented
- A successful Blackburn Lake Sanctuary Fuel Reduction Burn conducted on 30 April
- The National Tree Day event was held at Gawler Chain Linear Park, Mont Albert. The event was an outstanding success attracting more than 65 community volunteers who in conjunction with ParksWide staff, planted more than 3000 indigenous plants
- Wembley Park hosted Melbourne Victory Women's team for four televised Women's National Soccer League games during the summer season
- Seven ParksWide staff graduated with a Certificate III in Horticulture from Chisholm TAFE
- Four ParksWide staff graduated with Diplomas of Management
- The Civic Centre ornamental fountain was reinstated and the surrounding garden beds were landscaped
- ParksWide's Spring Festival marquee and outdoor display was constructed by the Landscape Team and apprentices, using local indigenous stock grown at the ParksWide Nursery and displayed the plant and equipment used to deliver the ParksWide services. A total of 2400 local indigenous plants were given away to residents visiting the marquee and outdoor display
- Continuation of the Sustainable Drought Management Plan for sports fields with the installation of drought tolerant warm season grasses at Surrey Park North East, Elgar Park South East and South West, Eley Park and Koonung West
- A Centralised Irrigation Management System was installed at the Operations Centre. This system enables the remote management of the irrigation systems on all of the city's sports fields
- Landscaping design and construction conducted for major Council projects including Springfield Park pavilion, Billabong Reserve pavilion and Box Hill Gardens multipurpose facility
- Assumed responsibility for the management and maintenance of the former VicRoads land on the south side of the Eastern Freeway
- ParksWide Department was involved with the design and construction of the award winning Haute Culture at the Melbourne International Flower and Garden Show
- Landscape upgrade as part of the Box Hill Gardens Mutlipurpose area and Queltaker Place Reserve garden bed
- New synthetic wickets installed on ovals at Mirrabooka South, Burwood East north, Elgar Park southwest and Springfield Park east.

Challenges:
- Continuing to manage the increasing demand on the city's sports fields
- Ongoing increases in utility costs
- Managing the impact of the Myrtle Rust Fungus in the city's bushland parks
- Managing and maintaining the city's open space and bushland path network in a safe condition. The increased frequency and intensity of storms has resulted in challenging erosion problems on areas of the path network
- The impact on the city's street trees due to the changes in 2010 to the *Electricity Safety* (electric line clearance) *Regulations*.

Moving Forward:
- Expand the role of the Blackburn Lake Sanctuary Education Officer to enhance the delivery of environmental education programs from the other bushland parks
- Develop ParksWide Service Delivery Standards
- Develop, train and mentor the department's apprentices and trainees
- Continue to review and implement operational processes including work programming, recording and monitoring systems to ensure best practice maintenance is aligned with WAMS requirements
- Implement a field based electronic data capture system linked to

Council's GIS and Asset Management System.

INFRASTRUCTURE

Recycling and Waste Centre

One of Melbourne's busiest waste transfer centres, the Whitehorse Recycling and Waste Centre, has serviced local residents and the commercial sector since 1981. The centre is located on the former Nunawading landfill site at 636-640 Burwood Highway, Vermont South. The site incorporates a skate park facility, the Nunawading District Motor Cross Club and bushland walking trails that include a lookout.

The Recycling and Waste Centre services all Whitehorse residents as well as commercial customers. Council places a major emphasis on educating the community on the importance of recycling and diverting waste from landfill.

Highlights for 2012/13:

- The Whitehorse Waste and Recycling Centre sent 32,798.22 tonnes to landfill after receiving 72,100 tonnes to the site
- Contract with the Metropolitan Waste Management Group and Wyndham City Council to bulk haul the waste from the centre to the Werribee landfill site
- Purchased a new Liebherr LR 634 Track Loader with a maintenance contract arrangement
- New software update with EFTPOS interfacing and pay wave terminals to help speed up payments and reduce waiting times during busy periods
- New agreement with Ecofeet for free refrigeration recovery for all fridges, freezers and air conditioners
- Successfully retained National Heavy Vehicle Accreditation for Mass Management for another two years
- Reviewed and updated the monthly Job Safety audits for the centre and all contractors to comply with safe working practices
- Processed over 15,000 tonnes of green waste and timber that was mulched and recycled and effectively diverted from landfill
- Landfill Aftercare Management Plan for the former Nunawading landfill site is now completed
- All staff at the centre have completed the Australian Certificate IV in Asset Maintenance (Waste Management)
- The centre was successful in receiving a grant for the collection and recycling of polystyrene. Funding was received from the state government and covers the cost of site infrastructure and collection.

Challenges:

- Increase of the landfill levy and the new carbon pricing and how that impacts on the centre's fees and charges
- Accommodating for the increasing demand for services provided by the centre
- To continue to deliver high quality customer services provided at the centre
- To continue to deliver high quality customer service and minimise queuing times in peak period, particularly during weekends
- To find sustainable markets for recyclable materials such as e-waste and plastic
- Successfully educate and encourage the community on the importance of recycling for the future
- To keep staff informed with the ever changing requirements of the waste and road transport industry and legislation.

Moving Forward:

- Reduce the quantity of material going to landfill and provide sustainable recycling services at the centre
- Keep staff trained and informed in the latest waste and transport practices and legislation.

SECTION FOUR

Governance

Good Governance

Good governance is a vital part of local government and being accountable to the community. Good governance is identified in the *Council Plan 2013-2017*, reflecting Council's commitment to open and transparent government, acting with integrity and compassion and maintaining the highest level of good management.

Good governance provides residents with the confidence to know that their rates are being used wisely and that their democratically elected Councillors are making decisions based on proper processes and systems.
Whitehorse City Council holds Ordinary and Special Council Meetings where Councillors, acting together to form Council, debate issues in a public forum and make decisions called 'resolutions'. Council officers then carry out these decisions.

During 2012/13, Council held 17 Ordinary Council Meetings and 10 Special Committee Meetings.

The following is a list of Councillor attendance at each of these meetings.

2012/13 Council Meetings

Date	Type of Meeting	Councillor Attendance*
9 July 2012	Special Committee	Cr Koutras
16 July 2012	Council Meeting	Cr Koutras
23 July 2012	Special Council Meeting – Contractual Matters	Cr Koutras
13 August 2012	Special Committee	All present
20 August 2012	Council Meeting	Cr Koutras
10 September 2012	Special Committee	All present
17 September 2012	Council Meeting	All present
24 September 2012	Special Council Meeting – Council land	Cr Chong AM, Cr Ellis
8 October 2012	Special Committee	Cr Daw, Cr Ellis, Cr Stennett
15 October 2012	Council Meeting	All present
31 October 2012	Special Statutory Meeting	Cr Chong AM
12 November 2012	Special Committee	All present
19 November 2012	Council Meeting	All present
10 December 2012	Council Meeting	All present
29 January 2012	Council Meeting	All present
11 February 2013	Special Committee	All present
18 February 2013	Council Meeting	Cr Munroe
12 March 2013	Special Committee	Cr Ellis
18 March 2013	Council Meeting	All present
8 April 2013	Special Committee	All present
8 April 2013	Special Council Meeting – Carrington Road	All present
15 April 2013	Council Meeting	All present
29 April 2013	Special Council Meeting – Budget	All present
13 May 2013	Special Committee	All present
20 May 2013	Council Meeting	Cr Ellis
11 June 2013	Special Committee	Cr Chong AM
24 June 2013	Council Meeting	All present

** Name of Councillor/s not present at the meeting*

PERFORMANCE STATEMENT

Strategic Objective	Activity	Performance Measure	Target Date	Target Achieved	Current Status
Serve and strengthen our diverse community to be inclusive, vibrant and engaged	Review of the current Whitehorse Community Wellbeing Plan.	Stage One: review of document complete detailing outcomes of the current Plan for 2012/13.	June 2013	**Achieved**	Completed. Review of the current document has concluded, with community safety being a focus until the end of the calendar year.
	Re-development of 2013-2017 Whitehorse Community Wellbeing Plan (stage one)	Survey complete. Consultation workshops complete.	April 2013 June 2013	**Achieved**	Completed. 2000 surveys were received back from members of the community in regard to their priorities. Consultation workshops have taken place: internal and community. Further targeted consultation will be carried out in Stage 2 in the new financial year.
	Development of a Whitehorse Community Engagement framework.	Framework developed.	June 2013	**Achieved**	Completed. Consultant and officers have consulted key stakeholders and have drafted the framework. Stage 2, the development of the strategy to implement the framework, will commence in the 13/14 financial year.
	Further develop the SGL Concept Plan and Business Case for the Whitehorse Centre.	Formal endorsement by Council.	June 2013 Revised Date October 2013	Not achieved	In progress. In August 2012 the Whitehorse Centre Working Group comprised of Councillors and Officers approved the project brief for the Whitehorse Centre Development Project. In September 2012 this brief was tendered and submissions received. The appointment of a consultant as a resolution of Council

Strategic Objective	Activity	Performance Measure	Target Date	Target Achieved	Current Status
					was delayed due to the election Caretaker Period (25 September – 27 October). At the 19 November 2012 Council meeting, Councillor appointments were made to Whitehorse Centre Feasibility Study Working Group. At the 10 December 2012 a Tender Evaluation Report was submitted to Council with the recommendation that Williams Ross Architects be appointed as the successful consultant. The scope of this project was modified at this meeting by a resolution of Council for the works to exclude the expanded/regional model and include in the Business Case, options in accordance with the SGL Whitehorse Centre Feasibility Study Report. In response to this change of resolution, Officers then undertook to clarify the revised scope of the project with Williams Ross Architects and negotiated the updated parameters with a contract sign-off at the beginning of February 2013. Due to the caretaker period and the redefined project scope the completion of these works have been delayed by several months. Currently a Discussion Paper is

Strategic Objective	Activity	Performance Measure	Target Date	Target Achieved	Current Status
					being developed based up research and consultation findings. This is in keeping with the Project Plan.
Promote, protect, enhance and respect the quality of our natural and built environments	Review the City of Whitehorse Housing Study and Neighbourhood Character Study.	Reviews completed.	June 2013 Revised Date October 2013	Not achieved	In progress. Stage 1 consultation complete. Project delayed to allow for additional consultation time. The extension of the project timeframe was endorsed by Council. Update report going to Council in August 2013 to also seek Council approval for Phase 2 consultation.
	Introduce new 80 litre mobile garbage bins as the standard kerbside waste collection bin and an optional 360 litre recycling bin for households and small businesses.	Waste bins changed and optional 360 litre recycling bins made available and promoted.	June 2013 Revised Date August 2013	Not achieved	In progress. Council adopted the Whitehorse Waste Management Plan 2011 at its meeting on 19 September 2011 which included actions to introduce an 80 litre bin as the standard garbage bin and the introduction of an optional 360 litre recycling bin to be made available as of 1 July 2012 and promoted. The 360 litre recycling bins were made available and promoted from 1 July 2012 as planned. A bin choice survey was sent to 61,000 householders from 22-27 March 2013 with responses requested by 19 April 2013. Council considered a report on the fees to apply at the Council meeting on 18 February

Strategic Objective	Activity	Performance Measure	Target Date	Target Achieved	Current Status
					2013 and fees for the new suite of waste services including options for a 120 litre garbage bin, garden bin and additional recycling space were adopted by Council on 15 April 2013. At the closing date for bin choices by residents on the 19 April 2013, 47,982 households (78%) will receive an 80 litre garbage bin, 12,466 (20.4%) will retain their 120 litre garbage bin, 16,900 households selected an additional 240 litre recycling bin or a larger 360 litre recycling bin and 5,180 additional households will receive a garden bin. The delivery of the new garbage, recycling and garden bins commenced on 5 June 2013 starting with the recycling bins. The bins are being progressively delivered with an expected completion date of 16 August 2013. The duration of the delivery phase of the bins has been extended beyond 30 June 2013 because of the significantly higher than expected take up of 80 litre garbage bins, recycling bins and garden bins.
	Blackburn Village Urban Streetscape	Stage 1 works complete.	June 2013	**Achieved**	Completed. Council accepted a tender for Stage 1 and Stage 2A

Strategic Objective	Activity	Performance Measure	Target Date	Target Achieved	Current Status
	Improvements.				work at its meeting on the 29 January 2013. Stage 1 and part of Stage 2A works were completed in June 2013. The work included upgrading footpaths in Railway Road, Blackburn Road and Chapel Street shown as Stage 1 and Stage 2A on the staging plan for the project.
	Construct bicycle / pedestrian shared use path in Canterbury Road (Gardiners Creek Trail to Middleborough Road).	Project complete.	April 2013	**Achieved**	Completed. Works completed in February 2013.
	Footpath Asset Management.	To carry out programmed inspections of 12 Infrastructure Work Areas for constructed footpaths and recording of defects in accordance with the requirements of Council's Road Management Plan.	June 2013	**Achieved**	Completed. Programmed footpath inspections of the 12 Infrastructure Work Areas have been completed in accordance with the Road Management Plan requirements.
	Delivery of the Capital Works Footpath Renewal program.	Completion of the 2012/13 capital works $1.86m footpath renewal program.	June 2013.	**Achieved**	Completed. The entire footpath renewal budget of $2.02M has been expended. The final annual budget for footpath renewal works included an additional allocation of $160,000.
	Drainage Pit Asset Maintenance.	Proactive replacement of 200 stormwater drainage pit lids across the	June 2013	**Achieved**	Completed. The programmed drainage pit lid replacement program was completed in May 2013. The works

Strategic Objective	Activity	Performance Measure	Target Date	Target Achieved	Current Status
		municipality.			commenced following the awarding of the minor drainage and civil works contract in October 2012.
	Car Park Asset Maintenance.	Programmed inspections of 27 sealed car parks across the municipality and delivery of minor car park renewal works.	June 2013	**Achieved**	Completed. Minor maintenance works were carried out to various sealed car parks across the municipality, following programmed inspections of the 27 sealed car parks.
	Springfield Park Sports Facility Redevelopment.	Completion of building works.	October 2012	**Achieved**	Completed. Occupancy permit was issued on 9 October 2012
	CCTV surveillance systems at Council buildings and public spaces.	Establish standardised and market tested servicing and maintenance procedures.	March 2013	**Achieved**	Completed. On 18 March 2013, Council awarded a maintenance contract for this service.
	Asset Management Strategy.	Report Council's MAV STEP Program audit performance to Executive Management Team.	June 2013	**Achieved**	Completed. Updated Score Card provided to EMT at the MAV Step review meeting held on 14 May 2013.
	Morton Park West – Reconstruction of Playing Surface including Drainage and Irrigation.	Works completed.	February 2013	Achieved after target date	Completed. Ground fit for competition as from 30 March 2013.
	Development of the Bellbird Dell Bushland Park Fire Management Plan.	Fire Management Plan adopted by Council.	May 2013	**Achieved**	Completed. Report adopted by Council on 20 May 2013.
	Continuation of the Warm Season Turf Transfer Program at	Sports fields identified for transfer and conversion completed.	March 2013	**Achieved**	Completed. Successful warm season turf transfer. Grounds available for competition.

Strategic Objective	Activity	Performance Measure	Target Date	Target Achieved	Current Status
	selected sports fields.				
Deliver organisational excellence, visionary leadership and strong governance, through dedicated people, to ensure the best possible contribution to our community	Employee retention of our dedicated people to minimise service disruption.	An employee retention rate.	85-90%	**Achieved**	Completed. Employee retention for a rolling 12 month average was 90.56%
	Employee satisfaction to enable their best contribution to our community.	Employee satisfaction rate.	80% or greater	**Achieved**	Survey completed in prior financial year as part of CA process, resulting in 87% of staff surveyed being satisfied or very satisfied working at Whitehorse. Next survey planned for 2013/14.
	Development of our leaders to provide visionary leadership and strong governance.	Leadership development program conducted, comprising a series of forums and training sessions.	June 2013	**Achieved**	Completed. Leadership development program review completed December 2012 and two leadership forums held on 31 August 2012 and 26 June 2013.
	Deliver the GIS Upgrade.	Installation of new GIS servers. Implementation of new WEAVE system and decommissioning of existing E-View system.	January 2013 Revised Date June 2013	**Achieved**	Completed. GIS server upgrade and WEAVE implementation completed. System went live on 28 June 2013.
	IT Strategy and Core systems.	Completed core systems review to inform the next IT Strategy.	May 2013 Revised Date Oct	Not achieved	In progress. Contract award to preferred consultant in June 2013. Project to commence in July 2013.

Strategic Objective	Activity	Performance Measure	Target Date	Target Achieved	Current Status
			2013		
	Update of Whitehorse Demographic Tip Sheets for staff with the most recent ABS data.	Completion of tip sheets.	April 2013	**Achieved**	Completed. 2011 updates completed and are with Communications for printing.
	Development of a series of 'lunchbox' training sessions (for staff) on a range of topics: demographics, disability, diversity.	Completion of planned lunchbox sessions.	3 sessions held by June 2013	**Achieved**	Completed. Two sessions held on demographic trends and one on diversity. An additional session on disability was held on 28 June 2013.
	Implement the staged roll-out of new Arts & Recreation building leases	50% of leases completed and signed off.	June 2013 Revised Date August 2013	Not achieved	In progress. Six leases are in the first lease category stage and 50% (3 leases) were aiming for sign-off from clubs. One lease is signed off and two expected by end of August. Additional club negotiations and difficulties in club representative's availability have been the reason for the delay.
Support a prosperous, diverse and healthy local economy that contributes to the wellbeing of our community.	Whitehorse Municipal Early Years Plan.	Completion of key strategic activities and evaluation report to Council.	June 2013	**Achieved**	Completed. All KSAs for the 2012/13 year were completed and implemented.
	Whitehorse Municipal Youth Plan.	Completion of key strategic activities and evaluation report to Council.	June 2013	**Achieved**	Completed. All KSAs for the 2012/13 year were completed and implemented.

CERTIFICATION OF PERFORMANCE STATEMENT

In our opinion, the accompanying performance statement of the Whitehorse City Council in respect of the 2012/13 financial year is presented fairly in accordance with the Local Government Act 1989.

The statement outlines the performance targets and measures set out in relation to the achievement of the Key Strategic Activities in respect of that year described in Council's 2012/13 Annual Budget and describes the extent to which the activities have been met in that year having regard to those targets and measures.

At the time of signing, we are not aware of any circumstance, which would render any particular in the statement to be misleading or inaccurate.

Robert Chong
Councillor

Dated: 26 August 2013
Nunawading

Andrew Davenport
Councillor

Dated: 26 August 2013
Nunawading

Chief Executive Officer
Noelene Duff

Dated: 26 August 2013
Nunawading

VAGO

Victorian Auditor-General's Office

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INDEPENDENT AUDITOR'S REPORT

To the Councillors, Whitehorse City Council

The Performance Statement

The accompanying performance statement for the year ended 30 June 2013 of the Whitehorse City Council which comprises the statement, the related notes and the certification of the performance statement has been audited.

The Councillors' Responsibility for the Performance Statement

The Councillors of the Whitehorse City Council are responsible for the preparation and fair presentation of the performance statement in accordance with the *Local Government Act 1989* and for such internal control as the Councillors determine is necessary to enable the preparation and fair presentation of the performance statement that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

As required by the *Local Government Act 1989*, my responsibility is to express an opinion on the performance statement based on the audit, which has been conducted in accordance with Australian Auditing Standards. Those standards require compliance with relevant ethical requirements relating to audit engagements and that the audit be planned and performed to obtain reasonable assurance about whether the performance statement is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the performance statement. The audit procedures selected depend on judgement, including the assessment of the risks of material misstatement of the performance statement, whether due to fraud or error. In making those risk assessments, consideration is given to the internal control relevant to the entity's preparation and fair presentation of the performance statement in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the overall presentation of the performance statement.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independent Auditor's Report (continued)

Independence

The Auditor-General's independence is established by the *Constitution Act 1975*. The Auditor-General is not subject to direction by any person about the way in which his powers and responsibilities are to be exercised. In conducting the audit, the Auditor-General, his staff and delegates complied with all applicable independence requirements of the Australian accounting profession.

Auditor's Opinion

In my opinion, the performance statement of the Whitehorse City Council in respect of the 30 June 2013 financial year presents fairly, in all material respects, in accordance with the *Local Government Act 1989*.

Matters Relating to the Electronic Publication of the Audited Performance Statement

This auditor's report relates to the performance statement of the Whitehorse City Council for the year ended 30 June 2013 included both in the Whitehorse City Council's annual report and on the website. The Councillors of the Whitehorse City Council are responsible for the integrity of the Whitehorse City Council's website. I have not been engaged to report on the integrity of the Whitehorse City Council's website. The auditor's report refers only to the subject matter described above. It does not provide an opinion on any other information which may have been hyperlinked to/from this statement. If users of the performance statement are concerned with the inherent risks arising from publication on a website, they are advised to refer to the hard copy of the audited performance statement to confirm the information contained in the website version of the performance statement.

MELBOURNE
30 August 2013

John Doyle
Auditor-General

Best Value Program

Having completed its five-year program of Best Value Service Reviews in accordance with the requirements of section 208 of the *Local Government Act 1989*, Council now embarks on an ongoing program of review based on a strategic approach. This report provides information on Council's approach to Best Value and on the status and outcome of Best Value Service Reviews carried out in the 2011/12 financial year. Information on Council's approach to Best Value and the timetable for the conduct of the service reviews, is located on Council's website at www.whitehorse.vic.gov.au/Good-Governance.html

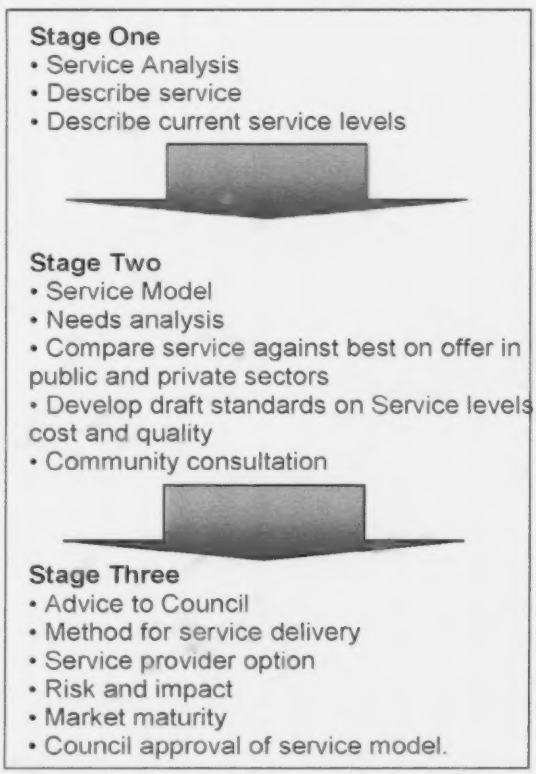
Council's Approach to Best Value

Council is required by the *Local Government Act 1989* to comply with the Best Value principles and to this end will take a strategic approach to the application of the Best Value Principles on an ongoing basis. These reviews are expected to take account of the Best Value principles enshrined in Section 208B of the Act, namely:

- The need for services to deliver against agreed quality and cost standards
- Services being responsive to changing community needs
- Accessibility of services to those who need them
- Continuous improvement in the delivery of services
- Community consultation on services and activities
- Regular annual reporting to the community on Council's performance
- Further, section 208C of the Act requires Council to take account of these factors when developing its quality and cost standards including:
- The best on offer in the public and private sectors
- Value for money
- Community expectations and values
- Balance of affordability and accessibility
- Opportunities for local employment growth
- Partnership building with other levels of government
- Environmental sustainability. Three fundamental principles guide the implementation of Best Value at Whitehorse City Council, namely:
- The Best Value process at Whitehorse City Council is used to ensure that all of the city's services and activities provide high quality and good value for money to the community
- Council is committed to ensuring that, where appropriate, the services being provided by Council staff continue to be delivered internally unless it can be demonstrated that it would be better value to the community for these services to be provided by others
- The Best Value process is implemented in accordance with the Victorian Government's *Competitive Neutrality Policy Victoria 2000*.

Conduct of Best Value Service Reviews

Each Best Value Service Review is conducted by the relevant work team and led by their manager. Managers and teams are supported in this process through the use of a common review template and the provision of a central resource that provides information, advice and training. Service reviews have three distinct stages:


Stage One
• Service Analysis
• Describe service
• Describe current service levels
Stage Two
• Service Model
• Needs analysis
• Compare service against best on offer in public and private sectors
• Develop draft standards on Service levels, cost and quality
• Community consultation
Stage Three
• Advice to Council
• Method for service delivery
• Service provider option
• Risk and impact
• Market maturity
• Council approval of service model.

At the conclusion of each service review, Council receives a report that contains:

- A description of existing service standards and a proposed method of service delivery, with defined service levels and cost and quality standards that have been benchmarked and tested through consultation
- An analysis of the service delivery options available, including an analysis of the maturity of the market, a risk assessment of each option and an assessment against Competitive Neutrality policy
- Advice on the preferred service delivery option.

With the completion of Council's first five-year program of reviews in June 2004, and in the light of the outcomes of the review of the Best Value Program undertaken for the Victorian Government by the Best Value Commission, Council has reviewed its approach to the conduct of service reviews.
Council has found the service review process beneficial in enabling it to ensure that services meet the changing needs of the community and in providing an opportunity to compare its performance with like services in the public and private sectors. Council will continue to apply the Best Value principles when conducting service reviews and continue to report to the community on the outcomes of its reviews through reports to Council and annual reports on the implementation of Best Value placed on Council's website.

In terms of the development of a program of reviews, Council will take a strategic approach to the conduct of reviews, identifying services for review on the basis of:

- Significance in achieving Council's strategic goals
- Capacity to lead to significant improvement in service delivery
- Changes in community satisfaction with the service
- Changes in community expectations or demands for the service
- Alterations in government policy that have major ramifications for service delivery
- The length of time that has lapsed since the previous review.

Whitehorse City Council has an ongoing commitment to competition policy and competitive neutrality and is obligated to adhering to competitive neutrality principles as a matter of good business practice and accountability.

Progress of Service Reviews
Council has completed its five-year program of service reviews. In 2006-2007 Council commenced its ongoing program of service reviews, which are currently in progress as listed below:

- **Service Completion Date of Review**
  Whitehorse Art Space – deferred
  All waste services (new Waste Management Plan) – November 2012, completed
  Customer Service Reviews – ongoing
  Child Care Service – September 2013, in progress.

- **Outcome of Completed Service Reviews**
  Some of the Best Value Service Reviews commenced in 2012/13 are still in progress and not yet completed. The outcomes of these service reviews will be reported in the next Best Value Annual Report for 2013/14. Council in addition supports and encourages continuous improvement in all its operations and reviews

- **Best Value Reporting on Performance**
  For the completed service reviews, the cost and quality standards are included within the reports and reviewed and approved by Council's audit committee and endorsed by Council at Ordinary Council meetings. The reports and Minutes of the Council meetings are available on the website or contact Council on 9262 6338 for assistance in accessing the relevant reports.

Risk Management

Risk Management is an organised and structured method of identifying, evaluating and treating risks associated with Council's activities, functions and processes. The process seeks to minimise risk and maximise opportunities for Council. Supported and directed by Council's Risk Management Policy and Strategy, the process assists the organisation to fulfil its corporate objectives.

The Risk Management Policy and Strategy is based on empowering individual departments to document the identification, assessment and treatment of risks using a common standard and technology, underpinned with training and support from the Risk Management Unit. Council has a training program to equip staff with the necessary skills to undertake their responsibilities with respect to Risk Management.

A Risk Management Committee comprising members of the Executive Management Team, support managers and chaired by the Chief Executive Officer monitors the operation of Council's Risk Management Policy and Strategy. The committee reports to the Audit Committee. Council is subject to external monitoring of its risk performance by regular insurer and internal audit reviews.

Liability and Property Audit
Council's Liability and Property Insurers audits Council's systems and processes to identify, evaluate and control liability risks. Due to significant improvements in Council's commitment to embedding risk management in its planning along with improvements in management practices, Whitehorse remains in the top third of councils in Victoria.

Sports, Council and Community Facility Risk Management Support
Support has been provided during the year with inspections and resultant recommendations provided to various Council departments looking at baseball planning for errant balls, signage for the public when matches are being played and event advice on risk management practices. Support also includes general surface safety, position, design and layout of sporting fields and infrastructure and advice to clubs on sports field activities.

Audit Advisory Committee
Council's Audit Advisory Committee receives regular reports on the organisation's Risk Management position and performance. This committee reviews the effectiveness of Council's Risk Management direction and activities and reports to Council on its findings and recommendations for enhancement and improvement.

Emergency Management

The *Victorian Emergency Management Act 1986* requires that each municipal council prepare and maintain a *Municipal Emergency Management Plan* (MEMP). Whitehorse City Council's MEMP addresses how to prepare, respond to and recover from emergencies and natural disasters within the municipality.

The MEMP is a plan for managing municipal resources and coordinating community support and has been developed by the Municipal Emergency Management Planning Committee, which has representatives from a number of emergency services including police, Metropolitan Fire Brigade, Victorian State Emergency Services, Department of Human Services, medical professions and others.

Under the MEMP services can be called in to assist in the management of an emergency, including ambulance and fire services, regional councils, service authorities, Department of Human Services and other state and federal government departments and service organisations. These organisations all have a specific role to play that depends on the nature of the emergency.

The broad objectives of this plan are to:

- Implement measures to prevent or reduce the causes or effects of emergencies and thereby reduce the risk of emergencies occurring
- Manage arrangements for the utilisation and implementation of municipal resources in response to emergencies
- Manage support that may be provided to or from adjoining municipalities
- Assist the affected community to recover following an emergency
- Complement other local, regional and state planning arrangements
- Increase community resilience to the impacts of emergencies.

Corporate Information

Whistleblowers Protection Act 2001 and Protected Disclosures Act 2012

The *Whistleblowers Protection Act 2001* and *Protected Disclosures Act 2012* encourage and facilitate the making of disclosures of improper conduct or detrimental action by public officers and public bodies. These Acts provide protection to people who make disclosures and establish a system for the matters disclosed to be investigated and for rectifying action to be taken. From 10 February 2013 the *Protected Disclosures Act 2012* replaced the *Whistleblowers Protection Act 2001*. In accordance with these Acts, Council has detailed procedures for dealing with any disclosures it may receive. Copies of these procedures are available for inspection at Council's service centres and on Council's website.

As required by Section 104 of the *Whistleblowers Protection Act 2001*, Council reports that:

- Procedures under Part 6 of the Act to deal with any disclosures made under the Act were established. These procedures are available to the public
- One disclosure alleging improper conduct was received during the 2012/13 year under this Act
- Nil disclosures were referred to the Ombudsman for determination as to whether it was a public interest disclosure
- Nil matters were referred to Council during the year by the Ombudsman
- Nil matters were referred during the year by Council to investigate
- Nil investigations of disclosed matters were taken over by the Ombudsman from Council
- Nil requests were made by a person under Section 74 of the Act to the Ombudsman to investigate disclosed matters referred to Council
- One matter regarding improper conduct was disclosed that Council investigated
- Nil matters were fully investigated and finalised to the satisfaction of the Ombudsman's office
- Nil recommendations were made by the Ombudsman under the Act to Council.

As required by Section 70 of the *Protected Disclosures Act 2012*, Council reports that:

- Procedures under Part 9, Section 58 of the Act to deal with any disclosures made under the Act are being established. These procedures will be available to the public by 10 August 2013
- One disclosure alleging improper conduct was received during the 2012/13 year under this Act but it did not meet the requirements for a Protected Disclosure so was declined
- Nil disclosures were notified to the IBAC under section 21(2) during the financial year.

Freedom of Information

Since January 1994, Council has been subject to the *Freedom of Information Act 1982* that provides the community with access to documents in the possession of the Council, subject to various exemptions and exceptions. For the period 1 July 2012 to 30 June 2013 there were:

- 17 requests made regarding Freedom of Information
- Six occasions when part access was granted
- Two occasions when full access was granted

- One request still remains in process at June 2013.

There was one request to the Principal Officer for an internal review. There was one appeal to the Victorian Civil and Administrative Tribunal relating to requests processed throughout the year.

The provisions of the Act under which the above decisions were made were:
- Access denied in part – Sections 14 (1)(a), 31(1), 32(1), 33(1)(9), 35(1)(b), of the Freedom of Information Act 1982.

The names and designation of the officers with authority to make a decision on a request are A. (Tony) De Fazio, Manager Civic Services and Jenny Russell, Team Leader Governance, Rosemary Sheehan, Acting Team Leader Governance. The Principal Officer is the Chief Executive Officer Noelene Duff.

Information Available for Public Inspection

In accordance with the *Local Government Act 1989* and the *Local Government (General) Regulations 2004*, the following information is available for inspection during office hours at Whitehorse Civic Centre, 379 Whitehorse Road, Nunawading:

- Annual Report for each financial year
- Annual Financial Statements including:
    - an Operating Statement
    - a Statement of financial position
    - Notes to the financial statement.
- Budget or Revised Budget for the current financial year
- Current copy of the Council Plan
- Local Laws and Orders for the City
- Details of the current allowances fixed for the Mayor and Councillors under *Section 74 and 74A of the Local Government Act 1989*
- The total annual remuneration for all senior officers in respect of the current financial year and the previous year's set out in a list that states:
    - Ranges of remuneration of senior officers, where the difference between the lower amount and the higher amount in each range must not exceed $10,000
    - The number of senior officers whose total annual remuneration falls within the ranges referred to in the subparagraph above.
- Details of overseas or interstate travel (with the exception of interstate travel by land for less than three days) undertaken in an official capacity by Councillors or any member of Council staff in the previous 12 months, including the names of the Councillors or members of Council staff and the date, destination, purpose and total cost to the Council of the overseas or interstate travel, including accommodation costs
- Names of Council officers who were required to submit a return of interest during the financial year and the dates the returns were submitted
- Names of Councillors who submitted returns of interest during the financial year and the dates the returns were submitted
- Agendas for and minutes of Ordinary and Special Meetings held in the previous 12 months kept under Section 93 of the Act except if the minutes relate to parts of meetings that have been closed to members of the public under section 89 of the Act
- A list of all Special Committees, established by Council and the purpose for which each committee was established
- A list of all Special Committees established by Council which were abolished or ceased to function during the financial year
- Minutes of meetings of Special Committees established under Section 86 of the Act and held in the previous 12 months except if the minutes relate to parts of meetings which have been closed to members of the public under Section 89 of the Act
- A register of delegations kept under Section 87 and 98 of the Act, including the date on which the last reviews under sections 86(6) and 98(6) took

place
- Submissions received in accordance with Section 223 of the Act during the previous 12 months
- Agreements to establish regional libraries under Section 196 of the Act
- Details of all property, finance and operating leases involving land, buildings, plant, computer equipment or vehicles entered into by Council as lessor or lessee, including the name of the other party to the lease and the terms and value of the lease
- Register of authorised officers
- appointed under Section 224 of the Act
- A list of donations and grants made by Council during the financial year including the names of persons or bodies which have received a donation or grant and the amount of each donation or grant
- A list of the names of the organisations of which Council was a member during the financial year and details of all membership fees and other amounts and services provided during that year to each organisation by Council
- A list of contracts valued at $100,000 (or such higher amount as is fixed from time to time under Section 186(1) of the Act), or more :
    - which the Council entered into during the financial year without first engaging in a competitive process
    - which are not contracts referred to in section 186(5) or (5A) of the Act.

Other Information
- The current Council Plan, Strategic Resource Plan, Council Budget and Annual Report
- City of *Whitehorse Community Local Law No.1 (2006)* and *Meeting Procedures and Common Seal Local Law No. 14 (2009)*
- The program for the application of Best Value Principles together with and quality or cost standards adopted by Council
- The current Councillor Code of Conduct approved by the Council
- Councillor expense reimbursement policy
- Election campaign donation returns lodged by candidates at the previous Council election
- The current Procurement Policy adopted by Council.

Further Information
Further information about these documents can be obtained from Jenny Russell, Council's Team Leader Governance.

Audit Advisory Committee

Council's Audit Advisory Committee receives regular reports on the organisation's risk management position and performance. This committee reviews the effectiveness of Council's risk management direction and activities and reports to Council on its findings and recommendations for enhancement and improvement.

Audit Advisory Committee 2012/13
The role of Whitehorse City Council's Audit Advisory Committee is to have an overview of the financial, management and system controls in place to protect Council's assets. This is not a decision-making forum but performs a review function. On occasions the committee may refer matters to the Council for decision.

Membership
The Audit Advisory Committee comprises two appointed Councillors and two independent persons with industry experience. The first independent member and Chairperson for the Audit Advisory Committee is Mr Michael Said, who was appointed in July 2004. Mr Said is also Chairperson of the Audit Committees of both Greater Dandenong and Moorabool Councils and an independent member of both the Whittlesea City Council Audit Committee and the Chisholm Institute of TAFE Audit Committee. The second independent

person is Mr Greg Hollyman, who was appointed in June 2011. The Chief Executive Officer is required to be present at the meeting and the General Manager Corporate Services attends each meeting unless advised to the contrary. The internal auditor is invited to each meeting and the external auditor may be invited where appropriate.

Audit Advisory Committee Members:

- Chairperson/independent member – Mike Said (appointed July 2004)
- Independent member – Greg Hollyman (appointed June 2011)
- Councillor representative – Cr Robert Chong OAM
- Councillor representative – Cr Ben Stennett (Jan 2012 – Oct 2012)
- Councillor representative – Cr Andrew Davenport (Nov 2012 - Present)

Internal Audit
Through a competitive tendering process, Council reappointed PricewaterhouseCoopers (PwC) Chartered Accountants as its internal auditors for further a three-year period (July 2013 to June 2016).

PricewaterhouseCoopers performed a risk assessment of Council's operations and recommended a three-year audit program to cover these aspects.

The Audit Advisory Committee approved the Strategic Internal Audit Plan for 2013/14 - 2015/16 and endorsed the 2013/14 internal audit work program for Council approval.

The Audit Advisory Committee also received updated reports in relation to any previous matters raised by the internal auditors to ensure that these are adequately addressed.

Internal Auditor
PricewaterhouseCoopers
Engagement Leader – Lisa Woolmer
Engagement Manager – Brett Wong

External Audit

The external auditor is the Victorian Auditor-General who has appointed the accounting firm Crowe Horwath to conduct the annual statutory financial statement audit.

Audit Risk Plan Review in 2012/13
As part of the 2009-12 Audit Risk Plan, during the year the Audit Advisory Committee received reports on the following:

- 2012/13 Annual Financial Statements Audit Strategy
- Privacy
- Health and Safety (OHS)
- Payroll and Transaction processing
- Metered Parking Fee Collections
- Whitehorse Centre Ticketing
- Project Management Review - Aqualink Box Hill redevelopment.

Local Laws and Orders

To help maintain the amenity of the municipality and safety of the community, Council administers a series of state government legislation and Council developed Local Laws and Orders.
The Community Local Law No. 1 2006 has been designed to address local issues at a local level. The Local Law establishes a minimum community standards, maintains safety and provides for the protection of Council assets.

Council orders specifically relate to animal management and are in addition to the Local Law requirements.

The Orders, made in accordance with *Section 26 of the Domestic Animal Act (1994)* establishes a series of standards in the management of cats and dogs.

These include:

- Order No. 3 – Animal Registration: All cats and dogs being registered for the first time in the City of Whitehorse must be de sexed. *Section 10B (1) of The Domestic Animal Act (1994)* provides exemptions from this requirement in certain circumstances
- Order No. 4 – Cats to be confined to property at night: All cats within the

City of Whitehorse must be confined to a property from 8pm-6am either within the dwelling or within a suitable escape proof enclosure

- Order No. 5 – Cats prohibited from designated Council bushland reserves: Cats are not permitted to enter any designated Council bushland reserve at any time. Designated bushland reserves are nominated within the order
- Order No. 6 – Animal Control dogs: Dogs must be under effective control of their owners when in a reserve, municipal place or any public place. This order defines effective control, provides for dogs to be exercised off lead in designated reserves as well as outlining the owner's obligations in relation to the dog's behaviour whilst on lead and also off lead in these area. This order repeals order No. 2.

Memberships 2012/13

Organisation Name	$ Amount 2012 (excl GST)	$ Amount 2013 (excl GST)
Amaze		110
Aquatics Recreation Victoria	1718	1000
Association for Children with a Disability	50	50
Australian Japan Society of Victoria	491	455
Australian Performing Arts Centres Association	660	809
Australian Region of IPPS		62
Community Child Care	660	530
Council on the Ageing Victoria	227	227
DX Mail	5023	5249
Early Childhood Australia	552	205
Eastern Affordable Housing Alliance	6500	6500
Eastern Alliance for Greenhouse Action	5000	15,000
Eastern Transport Coalition	8000	8000
Eco Buy	3250	3900
Environmental Education in Early Childhood		400
Family Day Care Australia Limited	281	236
Family Day Care Victoria Incorporated	580	635
FKA Children's Services		740
ICLEI - Local Governments for Sustainability	2060	1950
Info Public Sector User Forum Inc.	1300	1300
Kindergarten Parents Victoria		344
L G Pro		3182
Local Government Finance Professionals	523	575
Local Government Managers Australia	1195	1304
MainStreet		455
Melbourne's South East		5000
Metropolitan Transport Forum	1500	1500
Municipal Association of Victoria	71,074	76,747
Municipal Works Officers Association	250	250
Museums Australia	160	160
Nursery & Garden Industry Victoria		900
Play Australia	400	400
Print Council of Australia Inc		77
Property Council of Australia	4818	4964
Public Galleries Association of Victoria	500	500
SAI Global	371	371
School Crossing Victoria	150	150
Sister Cities Australia	500	500
TaxEd	905	905
Tree & Shrub Growers Victoria		318
VicSport	250	273
Victorian Association of Performing Arts Centres	900	918
Victorian Employers' Chamber of Commerce and Industry		6000
Victorian Local Government Association	29,600	31,000
Victorian Meals on Wheels Association		80
Victorian Planning & Environmental Law Association		177
Volunteering Victoria Inc	273	273
Whitehorse Pre School Association		59
Total Memberships	**$129,561**	**$184,740**

Community Grants 2012/13

Organisation Name	$ Amount 2013 (excl GST)
1st/8th Blackburn Scout Group	520
Alkira Centre - Box Hill Inc	2000
Alzheimers Association Victoria	284
Anglicare (Reach Out For Kids Program)	52,467
Asian Business Association of Whitehorse Inc	21,630
Avenue Neighbourhood House	32,033
Bennettswood Neighbourhood House	25,853
Box Hill Area Toy Libraries	900
Box Hill Art Group Inc	1062
Box Hill Chorale Society Inc	500
Box Hill Citizen's Advice Bureau	9500
Box Hill Community Gardens Inc	474
Box Hill Historical Society	1000
Box Hill Italian Senior Citizen's Club	400
Box Hill Senior Citizen's Club	400
Box Hill South Neighbourhood House	25,853
Box Hill Wesley Calisthenics	400
Buckanbe Park Advisory Committee	2300
Burwood Neighbourhood House	27,146
Cambodian Community Welfare Centre Inc	600
Chinese Health Foundation of Australia	2500
Circolo Pensionati Italiani-Nunawading	1200
City of Whitehorse Band	1000
Clota Cottage Neighbourhood House Inc	25,853
Combined Probus Club of Burwood East	650
Communities Council on Ethnic Issues	600
Cypriot Community Eastern Suburbs Elderly Citizens Club	1250
Dontown Music Club Inc	400
East Burwood Pre School	1161
East Victorian Highland Dancing Association Inc	500
Eastern Access Community Health	153,267
Eastern Community Legal Centre	12,000
Eastern Emergency Relief Network	7800
Eastern Palliative Care Association	4,000
Eastern Polio Support Group	550
Eastern Recreation and Leisure Services	3423
Eastern Volunteer Resource Centre	6000
Eastmont Pre School	1300
Eley Park Community Association	36,256
Family Access Network	31,621
Forest Hill Uniting Church Monday Companions	550
Golden Memories Karaoke Inc	1000
Greek and Cypriot Elderly Citizens Club of Whitehorse and Districts	1250
Greek Elderly Citizens Club of Box Hill	400
Greek Elderly Citizens Club of Nunawading	1250
Greek Orthodox Community of Box Hill & District Elderly Citizen's Club	1250
Guide Dogs Association of Victoria	516

Hand Tool Preservation Society	1000
Heatherdale Pre School	500
Indian Pensioners Club	1500
Indochinese Elderly in the Eastern Suburbs Inc	1250
JCI Maroondah	356
Jing Song Senior Chinese Men's Inc	1000
Kerrimuir Neighbourhood House	27,146
Koonung Cottage Community House	25,853
Ladies Probus Club of Blackburn South	600
Ladies Probus Club of Box Hill South	600
Lao Australian Welfare Association	600
Life Activities Club of Whitehorse	1250
LINC Whitehorse	605
Lions Club of Forest Hill Inc	500
Lions Club of South Vermont	2000
Little Hippos Playgroup	500
Louise Multicultural Centre	23,278
Mang Non Vietnamese Language School Association Inc	550
Melbourne Numismatic Society	600
Mitcham Community House	32,033
Mitcham Community House Family Violence Program	14,935
Mitcham Legacy Widows Club	400
Monash Link Community Health Inner East Social Inclusion Project	3000
Mullum Mullum Festival Inc	1100
Multibridge Community Centre Inc	300
Nieuw Holland Social Club Inc	400
Nunawading Hungarian Senior Citizen's Club Inc	400
Nunawading Toy Library	900
Orchid Species Society of Victoria	416
Parkside Pre School Centre Inc	500
Probus Club of Blackburn Central Inc	600
Probus Club of Box Hill South Inc	700
Probus Club of Mitcham Orchards Inc	400
Probus Club of Mont Albert Inc	650
Rangeview Pre school	1474
Salvation Army Box Hill	3000
Secondbite	1032
Senior Citizens Club Nunawading	1250
Senior Citizens of the Greek Community of Forest Hill	1250
St Augustine's Anglican Kindergarten Inc	800
St Francis Xavier and St. Clares Playgroup	369
St Francis Xavier Autumn Friendship Club	400
St John's Ambulance Victoria - Whitehorse Division	1100
St John's Seniors Group	600
St Peter's Anglican Kindergarten Box Hill Inc	1300
Taiwanese Business Association of Melbourne Inc	8000
Taralye Kindergarten	523
Terrara Pre School	1500
U3A Nunawading Inc	1000

Uniting Aged Care Victoria	6000
Uniting Care East Burwood Centre	23,707
Variety Christmas Party for Special Children	500
Vermont Girl Guides	600
Vermont South Community House	32,033
Vermont South Community House Toy Library	800
Victorian Canary Society	500
Victorian Hua Xin Chinese Women's Association	1200
Victorian Multi Ethnic Slavic Welfare Association	400
Whitehorse Community Chest Inc	12,259
Whitehorse Community Health Service	850
Whitehorse Cyclists Inc	1000
Whitehorse Friends for Reconciliation Inc	3000
Whitehorse Historical Society Inc	1800
Whitehorse Kindergarten and Playgroup	480
Whitehorse Older Persons Action Group	1100
Whitehorse Orchestra Inc	1000
Whitehorse Pre School Association	26,677
Whitehorse Showtime	1000
Women's Mental Health Network Victoria Inc	568
Resident Sporting Grants	1000
TOTAL COMMUNITY GRANTS	$789,362

Organisation Discount Support 2012/13

Organisation Name	Amount ($) excl GST
Aglow Australia	577
1st Mont Albert Scouts Group	240
Alkira Centre	1713
Anglicare Victoria	128
Arts Nunawading Inc	191
Australian Chinese Dancers Association	1480
Australian Orchid Foundation	128
Australian Red Cross	103
Australian Red Cross - Blackburn Unit	965
Australian Woodturning Exhibition (Whitehorse Woodturners)	2918
Babirra Music Theatre	15,525
Barriburn Pre School Association	320
Blackburn High School	3546
Box Hill AA (Box Hill Branch)	1516
Box Hill Art Group	6759
Box Hill Ballet Association Incorp.	7503
Box Hill Chinese Senior Citizens Club	1570
Box Hill Choral Society	2042
Box Hill Citizen's Advice Bureau	87
Box Hill Clay workers	3596
Box Hill Community Gardens	684
Box Hill Hand spinners and Weavers	5044
Box Hill Historical Society	332
Box Hill Horticultural Society and Floral Art Group	3197

Box Hill Life Drawing Group	295
Box Hill Russian Senior Citizen's Club	2667
Box Hill South Pre School	542
Brotherhood Karyas Olympou	816
Cake Decorators Association of Vic	363
Cara Inc	158
Chinese Health Foundation	1035
Chinese Women's Association	1412
Choral Institute Melbourne (and CHIME choir)	5063
Circolo Pensionati Italiani-Nunawading	7019
City of Whitehorse Band	1816
Combined Probus Club of Whitehorse	1095
Combined Rotary Clubs of Whitehorse	480
Communities Council on Ethnic Issues	148
Contemporary Women Painters	1496
Cypriot Community Eastern Suburbs Elderly Citizens Club	6212
Designer Art Shop Association (Alcove Art Shop)	276
Doncare	1600
East Burwood Pre School	320
Eastern & Mountain District Radio Club Inc	1327
Eastern Districts Aquarium Society	1363
Eastern Emergency Relief Network (Warehouse)	4800
Eastern Suburbs Scale Modelling Club	374
Eastmont Pre School Association	320
Family Access Network	177
Florence Road Pre School	1150
Greek and Cypriot Elderly Citizens Club of Whitehorse and Districts	6212

Greek Elderly Citizens Club of Nunawading	4390
Hand Tool Preservation Society	473
Heatherdale Pre School	320
Heritage Roses in Australia Inc.	233
Hovercraft Club of Victoria	217
Indian Pensioners Club	3107
Janis Runting Art Group	1390
Jasmine Dance Group	1424
Katrina Pre School	255
Kerrimuir Primary School	1344
Knitting for the Needy	322
Koonung Cottage Community House	680
Ladies Probus Club of Nunawading	995
Larch Street Kindergarten	695
LINC Whitehorse	1600
Lions Club of Blackburn North	800
Lions Club of Box Hill	400
Lions Club of Forest Hill	320
Lions Club of Mitcham	640
Lions Club of South Vermont	800
Louise Multicultural Centre	1879
Marquetry Society of Victoria	719
Melbourne Ai-Yue Choir	1342
Melbourne Audio Club Inc	1593
Melbourne Chinese Choir	3006
Melbourne Chinese U3A	3821
Melbourne East Disability Advocacy	

	86
Melbourne Numismatic Society	217
Melbourne Super Kings	219
Melbourne Taiwanese Ladies Association	1136
Migrant Information Centre	1105
Migrant Information Centre	710
Morris Register of Victoria	406
Nadrasca	1596
Neami Box Hill	1102
Needlework and Tapestry Guild of Victoria	3826
New Hope Pre School	519
Nova Music Theatre	18,315
Nunawading Community Gardens Inc	900
Nunawading Hungarian Senior Citizen's Club	3092
Nunawading Triathlon Club	542
Orana Opportunity Shop	800
Orchid Species Society of Victoria	631
Order of Australia Association Vic Branch Eastern Suburbs Group	362
Our Lady's of Perpetual Succor Primary	1893
Papermakers of Victoria	413
Parkside Pre School Centre	829
Perwira Inc - Indonesian Society of Victoria	3022
Polish Senior Citizen's Club of Doncaster	5854
Probus Club of Forest Hill	1021
Probus Club of Mitcham	2190
Probus Club of Mitcham Orchards	2390
Probus Club of Nunawading	1328

Roberts Mc Cubbin Primary School	2485
Rotaracy Club of Whitehorse	1344
Rotary Club of Box Hill (Art Show)	9521
Rotary Club of Box Hill Central	3427
Rotary Club of Mitcham Inc (Rotary Clothesline Opportunity Shop)	960
Rotary Club of Mont Albert and Surrey Hills	571
Rotary Recycle	960
Royal Horticultural Society of Victoria Bulb Group	597
Royal Society for the Prevention of Cruelty to Animals	4160
Russian Senior Citizen's Club	2667
Scout Association of Australia (Vic Branch) Whitehorse District	640
Scouts Australia Vic Branch - 1st/8th Blackburn Scout Group	320
Senior Citizen's Club of Nunawading	4658
Senior Citizens of the Greek Community of Forest Hill	18,635
SIDS and Kids Victoria	896
Sikh Welfare Council	216
St Andrew's Elderly Citizens Group - Greek Orthodox Parish of Forest Hill	4658
St Augustine's Anglican Kinder	2270
Surrey Hills Baptist Children's Centre	1138
Taiwanese Women's Dancing Group	1837
The 59 Club Australia	348
The Boite Vic Inc.	5217
U3A Nunawading Inc.	20,000
Vermont Cancer Research Fundraising Group	1931
Vermont Floral Art Group	829
Vermont Primary School	778
Warekila Pre School Association Inc.	

	911
Wattle Hill Kindergarten	409
Wesley Mission	271
Whitehorse Bicycle Advisory Committee	148
Whitehorse Boroondara Community Radio	231
Whitehorse Colts Junior Football Club	483
Whitehorse Community Health Service	159
Whitehorse Cyclists	457
Whitehorse Film Society	2522
Whitehorse Orchestra	4582
Whitehorse Pioneers Football Club	2075
Whitehorse Primary School	1206
Whitehorse Showtime	7814
Whitehorse Toastmasters Club	3487
Yooralla Self Advocacy Group and Yoorala Film Group	4735
Youth Education Support Incorporated	2556
Total Discount Support	**319,078**

SECTION FIVE
Financial Report

WHITEHORSE CITY COUNCIL - FINANCIAL REPORT 2012/13

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Certification of the financial report

Auditor General's Independent Audit Report

Understanding Our Annual Financial Report

The Annual Financial Report is one of Council's key reports to the community. It shows Council's financial performance during the year and the financial position at the end of the year.

Council's Annual Financial Report has been prepared in accordance with Australian Accounting Standards (AASBs) adopted by the Australian Accounting Standard Board (AASB), and therefore particular terms under the standards may not be familiar to some readers. Further, as Council is a 'not for profit' organisation, certain terms used in private sector company reports are not appropriate to Council's reports.

Council is committed to accountability. For this reason this simple guide has been developed to assist readers understand the Annual Financial Report.

What Is Contained In The Annual Financial Report? Council's Annual Financial Report Contains the Following Sections:

- Standard Statements
- Certification of the Standard Statements
- Financial Statements
- Notes to the Financial Statements
- Certification of the Financial Report
- Auditor General's Independent Auditor's Report

These sections are described in more detail below.

Standard Statements

- The Standard Statements comprise the following:
- Standard Comprehensive Income Statement
- Standard Balance Sheet
- Standard Cash Flow Statement
- Standard Capital Works Statement

Each of the Standard Statements compares the actual figures with budget. It also shows the variance between actual and budget in dollar and percentage terms.

Standard Comprehensive Income Statement

The Standard Comprehensive Income Statement also shows the financial performance of Council during the financial year. The Standard Comprehensive Income Statement shows total revenue, total expenses and the surplus (deficit) for the year. The Standard Comprehensive Income Statement does distinguish between recurring and non-recurring items, capital grant income, monetary and non monetary capital contributions. The Standard Comprehensive Income Statement also shows other comprehensive income for the year, which are transactions recorded directly in equity.

Standard Balance Sheet

The Standard Balance Sheet is a snapshot of Council's financial position at the end of the financial year. It shows what Council owns as assets and what it owes as liabilities. Assets and liabilities are separated into current and non-current. Current means those assets or liabilities which will fall due in the next 12 months. The components of the Standard Balance Sheet are explained below.

- Current and non-current assets include:

- Cash and cash equivalents – This includes cash held in banks and petty cash. It also includes Council's cash investments in term deposits with a maturity of 3 months or less.
- Financial assets – This includes term deposits with a maturity of greater than 3 months.
- Trade and other receivables – This represents monies owed to Council by rate payers, parking debtors, and other debtors.
- Other assets – This includes inventories and prepayments.
- Investments in associates – This represents the value of Council's ownerships and investments in Regional Landfill Clayton South, Whitehorse Manningham Regional Library Corporation, and Narre Warren User Group.
- Property, infrastructure, plant and equipment – this is the most significant component of Council's worth and includes land, buildings, roads, drainage, land improvements, plant and machinery, equipment, furniture and fittings, other structures, and the art collection.

Current and non-current liabilities include:

- Trade and other payables – This represents monies owed to creditors by Council and deposits held in trust.
- Employee benefits – This represents annual leave and long service leave employee entitlements.
- Interest-bearing loans and borrowings – This relates to loans and borrowings from financial institutions.

Net assets is calculated as total assets less total liabilities and represents the net worth of Council, which has been built up over many years. Net assets equals total equity.

The components of total equity are:

- Accumulated surplus – This refers to the value of all net assets accumulated over time less funds transferred to other reserves.
- Asset revaluation reserve – This is the difference between the previously recorded value of assets and their current valuations.
- Other reserves – This comprises various reserves where funds have been allocated from the accumulated surplus for specific purposes.

Standard Cash Flow Statement

The Standard Cash Flow Statement shows Council's cash inflows and cash outflows for the year. It shows the movement in cash and cash equivalents, which comprise cash at bank and on hand and cash held in term deposits with a maturity of 3 months or less.

Council uses the Standard Cash Flow Statement in conjunction with the rest of the Standard Statements to evaluate changes in net assets, analyse the financial structure (including the liquidity and solvency of Council), and make decisions concerning the amounts and timing of cash flows in order to adapt to changing circumstances and opportunities.

The figures in the Standard Cash Flow Statement are different to the figures in the Standard Income Statement as the Standard Income Statement is prepared on an accruals basis. This means that revenue is recognised when earned and expenses are recognised when incurred, regardless of when the cash is actually received or paid.

The Standard Cash Flow Statement reports cash flows during the year classified as operating, investing or financing activities. These are discussed below:

- Cash flows from operating activities – This relates to revenue-producing activities. It includes receipts from rates, user fees and charges, grants and subsidies, interest received, and other income. This is offset by payments for employee benefits, materials and services and other expenses.

- Cash flows from investing activities – This relates to transactions associated with the acquisition and disposal of long-term assets and other investments. It includes proceeds from the sale of assets, payments for the acquisition of assets and net cash movements in term deposits.
- Cash flows from financing activities – this relates to transactions associated with loans and borrowings and includes loan repayments and interest payments.

Standard Capital Works Statement

The Standard Capital Works Statement is a summary of the spending on capital works. It shows a breakdown of the spending by area including land, buildings, roads, drainage, street trees, parks, urban improvements, and plant and equipment. The Standard Capital Works Statement also splits the total capital works spending into renewal or new. Renewal spending refers to spending on existing assets through renewing, restoring, and replacing existing assets.

The Standard Capital Works Statement also provides a reconciliation of the movement in property, infrastructure, plant and equipment.

Financial Statements

The Financial Statements comprise the following:

- Comprehensive Income Statement
- Balance Sheet
- Statement of Changes in Equity
- Cash Flow Statement

The figures in the Comprehensive Income Statement, Balance Sheet and Cash Flow Statement are the same as the figures in the Standard Comprehensive Income Statement, Standard Balance Sheet and Standard Cash Flow Statement respectively. The main difference between the Financial Statements and the Standard Statement is that the Financial Statements compare the actual 2012/13 figures with that of prior year (2011/12), whereas the Standard Statements compare the actual 2012/13 figures with budget.

Another major difference between the Financial Statements and the Standard Statements is the Statement of Changes in Equity. The Statement of Changes in Equity shows the total comprehensive income for the year, which consists of the surplus (deficit) for the year and any other comprehensive income (asset revaluations), and transfers between accumulated surplus and other reserves. The Statement of Changes in Equity equates to the movement in net assets as shown in the Balance Sheet.

Notes to the Financial Statements

The Notes to the Financial Statements contain information in addition to that presented in the Financial Statements. It should be read together with other parts of the Financial Report to get a clear picture of Council's financial performance and financial position.

The Notes provide narrative descriptions or disaggregation of items presented in the Financial Statements. The Note references are shown beside the relevant items in the Comprehensive Income Statement, Balance Sheet and the Cash Flow Statement.

The Notes also provide an explanation of Council's significant accounting policies (see Note 1 of the Annual Financial Report). Where Council wishes to disclose other information relevant to reader's understanding that is not presented elsewhere in the Financial Statement, it is shown in the Notes.

Certification of the Standard Statements and Financial Report

The Certification of the Standard Statement and the Certification of the Financial Report are made by the Principal Accounting Officer, the Chief Executive Officer and two Councillors on behalf of Council.

The certification by the Principal Accounting Officer is made by the person responsible for the preparation of the Standard Statements and Financial Report. It certifies that in their opinion, the reports have met all the statutory and professional reporting requirements.

The certification by the Chief Executive Officer and representative Councillors certifies that in their opinion, the Standard Statements and Financial Report are presented fairly and are not misleading or inaccurate.

Auditor-General's Independent Auditor's Report

The Auditor-General's Independent Auditor's Report provides the reader with a totally independent opinion on the Standard Statements and Financial Report. The opinion covers both the statutory and professional reporting requirements and also the fairness aspects of the reports.

STANDARD COMPREHENSIVE INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2013

	Budget $'000	Actual $'000	Variance $'000	Variance %	Ref
Revenue					
Rates	84,655	85,216	561	0.7	
User charges, fees and fines	41,421	38,914	(2,507)	(6.1)	
Grants and subsidies - recurrent	14,137	16,888	2,751	19.5	1
Interest income	3,431	3,628	197	5.7	
Other income	2,393	2,982	589	24.6	2
Share of net gain of associates	-	360	360	100.0	3
Total revenue	146,037	147,988	1,951	1.3	
Expenses					
Employee costs	61,970	57,239	4,731	7.6	4
Materials and services	51,624	49,748	1,876	3.6	
Depreciation	20,850	20,200	650	3.1	
Interest expense	167	167	-	-	
Other expenses	8,521	8,374	147	1.7	
Total expenses	143,132	135,728	7,404	5.2	
Surplus/(deficit) for the year before capital items	2,905	12,260	9,355	322.0	
Grants and subsidies - non-recurrent	1,783	1,568	(215)	(12.1)	5
Contributions - monetary	-	41	41	100.0	6
Contributions - non-monetary	-	3,582	3,582	100.0	7
Net gain/(loss) on disposal of property, infrastructure, plant and equipment	(26)	1,432	1,458	(5,607.7)	8
Surplus/(deficit) for the year	4,662	18,883	14,221	305.0	
Other comprehensive income					
Revaluation of property, infrastructure, plant and equipment	-	(98,358)	(98,358)	(100.0)	
Total Comprehensive result	4,662	(79,475)	(84,137)	(1,804.7)	

Explanation of variances in the Standard Comprehensive Income Statement

1 Grants and subsidies - recurrent: Grants and subsidies - recurrent were higher than budget primarily due to the early receipt in June 2013 of the first two instalments of $2.053m for the 2013/14 Victoria Grants Commission funding. Additional subsidies were also received for the Child Care Centres $0.678m.

2 Other income: Other income was favourable to budget mainly due to $0.450m received from VicRoads for maintenance and improvement works relating to Eastern Freeway land exchange with Council, $0.104m higher non-voter fines relating to the 2012 Council election, and $0.198m higher legal cost recoveries than was budgeted.

3 Share of net gain of associates: The share of net gain/(loss) of associates is not able to be reliably estimated when the Budget is being developed. As such, no results were estimated in the 2012/13 Budget. The share of net gain of associates recognises Council's share of the surpluses made by the Whitehorse Manningham Regional Library Corporation of $0.169m, Regional Landfill Clayton South of $0.156m and Narre Warren User Group of $0.035m.

4 Employee costs: Employee costs were favourable to budget primarily due to the $3.500m budget for Council's share of the Vision Super Defined Benefit Scheme funding shortfall not being required due to the liability being provided for in 2011/12.

5 Grants and subsidies - non-recurrent: This unfavourable variance primarily relates to an $0.981m unsuccessful funding application for the Street Lighting Energy Efficient Changeover, partly offset by unbudgeted funding received including $0.500m for the Springfield Reserve Pavilion upgrade and $0.300m for the Woodhouse Grove Kinder refurbishment.

6 Contributions - monetary: This unbudgeted income mainly relates to $0.040m for the Billabong Reserve major refurbishment. Refer to the Annual Financial Report Note 5(a).

7 Contributions - non monetary: Developer contributions in the form of land or infrastructure are not included in the Budget as they are typically one-off in nature and dependant on development. During 2012/13, contributions of land (public open space) and drainage were received and required to be recognised as income and a fixed asset. Refer to the Annual Financial Report Note 5(b).

8 Net gain/(loss) on disposal of property, infrastructure, plant and equipment: The net gain on disposal of property, infrastructure, plant and equipment was higher than budget as a result of compensation income from VicRoads relating to the compulsory land acquisition for the Springvale Road and Mitcham Road grade separation projects and proceeds received from the sale of Council's Elland Avenue Occasional Child Care property. Refer to the Annual Financial Report Note 13.

STANDARD BALANCE SHEET
AS AT 30 JUNE 2013

	Budget $'000	Actual $'000	Variance $'000	Variance %	Ref
Assets					
Current assets					
Cash and cash equivalents	58,948	35,781	(23,167)	(39.3)	9
Financial assets	-	15,703	15,703	100.0	10
Trade and other receivables	7,724	8,773	1,049	13.6	11
Other current assets	765	557	(208)	(27.2)	12
Total current assets	67,437	60,814	(6,623)	(9.8)	
Non-current assets					
Trade and other receivables	194	83	(111)	(57.2)	13
Financial assets	-	16,400	16,400	100.0	14
Investments in associates	7,216	7,029	(187)	(2.6)	
Property, infrastructure, plant and equipment	1,983,073	1,806,432	(176,641)	(8.9)	
Total non-current assets	1,990,483	1,829,944	(160,539)	(8.1)	
Total assets	2,057,920	1,890,758	(167,162)	(8.1)	
Liabilities					
Current liabilities					
Trade and other payables	17,993	23,440	(5,447)	(30.3)	15
Interest bearing loans and borrowings	304	304	-	-	
Employee provisions	11,726	12,558	(832)	(7.1)	
Total current liabilities	30,023	36,302	(6,279)	(20.9)	
Non-current liabilities					
Interest bearing loans and borrowings	1,507	1,508	(1)	(0.1)	
Employee provisions	620	751	(131)	(21.1)	16
Total non-current liabilities	2,127	2,259	(132)	(6.2)	
Total liabilities	32,150	38,561	(6,411)	(19.9)	
Net assets	2,025,770	1,852,197	(173,573)	(8.6)	
Equity					
Accumulated surplus	687,083	687,014	(69)	-	
Asset revaluation reserve	1,303,462	1,130,280	(173,182)	(13.3)	17
Other reserves	35,225	34,903	(322)	(0.9)	
Total equity	2,025,770	1,852,197	(173,573)	(8.6)	

Explanation of variances in the Standard Balance Sheet

9 Cash and cash equivalents: Cash and cash equivalents were lower than budget mainly due to reclassification of fixed term deposit investments required under AASB 107(b) which was partially offset by a higher than expected opening cash balance for the year and the early receipt in June 2013 of the first two instalments of $2.053m for the 2013/14 Victoria Grants Commission funding allocation.

10 Financial Assets (current): This is due to accounting disclosures required under AASB 107(b) where all cash investments with a maturity greater the 3 months are to be classified as 'Financial Assets'. Furthermore, investments are required to be disclosed as 'Current' and 'Non Current' according to their maturity at balance date.

11 Trade and other receivables (current): Trade and other receivables (current) were higher than budget mainly due to higher than expected rates outstanding balances and the pensioner concession to be paid by the state government.

12 Other current assets: Other current assets are lower than budget primarily reflecting lower prepayments than budgeted.

13 Trade and other receivables (non-current): Trade and other receivables (non-current) were lower than budget mainly as a result of a higher amount of loans and advances being repaid during the year. Refer to the Annual Financial Report Note 16.

14 Financial Assets (non-current): This is due to accounting disclosures required under AASB 107(b) where all cash investments with a maturity greater the 3 months are to be classified as 'Financial Assets'. Furthermore, investments are required to be disclosed as 'Current' and 'Non Current' according to their maturity at balance date.

15 Trade and other payables (current): Trade and other payables were higher than budget mainly due to the amount of outstanding payables relating to the major capital works projects being undertaken.

16 Employee provisions (non-current): The increase in non-current employee provisions is largely due to an increase in the liability relating to staff with between 4-6 years service due to the change to the Long Service Leave Regulations in 2012 whereby staff are now entitled to their long service leave after 7 years of employment rather than 10 years.

17 Asset revaluation reserve: The budget assumed an overall increase in asset values upon revaluation however an overall decrement was recorded, primarily due to a decline in land values at 30 June 2013. Refer to the Annual Financial Report Note 19(a) Property.

STANDARD CASH FLOW STATEMENT
FOR THE YEAR ENDED 30 JUNE 2013

	Budget $'000	Actual $'000	Variance $'000	Variance %	Ref
Cash flows from operating activities					
Rates	84,655	84,935	280	0.3	
User charges, fees and fines	41,421	39,471	(1,950)	(4.7)	
Grants and subsidies - recurrent	14,137	17,596	3,459	24.5	16
Interest received	3,431	3,766	335	9.8	
Other income	2,393	3,107	714	29.8	17
Net GST refund	-	6,548	6,548	100.0	18
Employee costs	(61,409)	(68,933)	(7,524)	(12.3)	19
Materials and services	(51,115)	(51,522)	(407)	(0.8)	
Other expenses	(8,521)	(9,146)	(625)	(7.3)	
Net cash from operating activities	24,992	25,822	830	3.3	
Cash flows from investing activities					
Repayment of loans and advances	6	2	(4)	(66.7)	
Proceeds from sale of property, infrastructure, plant and equipment	1,211	5,394	4,183	345.4	20
Acquisition of property, infrastructure, plant and equipment	(47,220)	(49,046)	(1,826)	(3.9)	
Capital contributions	1,783	1,719	(64)	(3.6)	21
(Purchases)/sales of financial assets	-	(8,582)	(8,582)	100.0	22
Net cash used in investing activities	(44,220)	(50,513)	(6,293)	(14.2)	
Cash flows from financing activities					
Repayment of loans and borrowings - including interest	(446)	(447)	(1)	(0.2)	
Net cash used in financing activities	(446)	(447)	(1)	0.2	
Net increase/(decrease) in cash and cash equivalents	(19,674)	(25,138)	(5,464)	(27.8)	
Cash and cash equivalents at 1 July	78,622	60,919	(17,703)	(22.5)	
Cash and cash equivalents at 30 June	58,948	35,781	(23,167)	(39.3)	23

* Budgeted figures are exclusive of GST, actual figures are inclusive of GST.

Explanation of variances in the Standard Cash Flow Statement

16 Grants and subsidies - recurrent: Grants and subsidies - recurrent were higher than budget primarily due to the early receipt in June 2013 of the first two instalments of $2.053m for the 2013/14 Victoria Grants Commission funding allocation. Additional subsidies were also received for the Child Care Centres $0.678m.

17 Other income: Other income was favourable to budget mainly due to $0.450m received from VicRoads for maintenance and improvement works relating to Eastern Freeway land exchange with Council, $0.104m higher non-voter fines relating to the 2012 Council election and $0.198m higher legal cost recoveries than was budgeted.

18 Net GST refund: Council's budget is calculated exclusive of GST with the actual results inclusive of GST.

19 Employee costs: This unfavourable variance primarily reflects payment of Council's share of the Vision Super Defined Benefit Scheme funding shortfall of $9.779m.

20 Proceeds from sale of property, infrastructure, plant and equipment: Proceeds were higher than expected as a result of compensation income from VicRoads relating to the compulsory land acquisition for the Springvale Road and Mitcham Road grade separation projects and proceeds received from the sale of Council's Elland Avenue Occasional Child Care property.

21 Capital contributions: This unfavourable variance primarily relates to an $0.981m unsuccessful funding application for the Street Lighting Energy Efficient Changeover, partly offset by unbudgeted funding received including $0.500m for the Springfield Reserve Pavilion upgrade and $0.300m for the Woodhouse Grove Kinder refurbishment.

22 (Purchases)/sales of financial assets: This is due to the accounting classification required under AASB 107(b) where Financial Asset transactions are to be disclosed in 'cashflows from investing activities'. These transactions are disclosed on a net basis.

23 Cash and cash equivalents: Cash and cash equivalents were lower than budget mainly due to reclassification of fixed term deposit investments required under AASB 107(b) which was partially offset by a higher than expected opening cash balance for the year and the early receipt in June 2013 of the first two instalments of $2.053m for the 2013/14 Victoria Grants Commission funding allocation.

STANDARD CAPITAL WORKS STATEMENT
FOR THE YEAR ENDED 30 JUNE 2013

	Budget $'000	Actual $'000	Variance $'000	Variance %	Ref
Capital works area					
Land	460	1,104	(644)	(140.0)	23
Buildings	24,374	25,874	(1,500)	(6.2)	
Roads	8,956	10,703	(1,747)	(19.5)	24
Drainage	1,719	1,485	234	13.6	25
Street trees	350	351	(1)	(0.3)	
Parks	3,072	4,051	(979)	(31.9)	26
Urban improvements	3,500	207	3,293	94.1	27
Plant and equipment	4,789	5,270	(481)	(10.0)	28
Total capital works	47,220	49,045	(1,825)	(3.9)	
Represented by:					
Renewal	30,195	31,865	(1,670)	(5.5)	
New	17,025	17,180	(155)	(0.9)	
Total capital works	47,220	49,045	(1,825)	(3.9)	
Reconciliation of movement in property, infrastructure, plant and equipment					
Total capital works	47,220	49,045	(1,825)	(3.9)	
Developers contributions	-	3,582	3,582	100.0	29
Disposals	(1,237)	(3,962)	(2,725)	(220.3)	30
Depreciation	(20,850)	(20,200)	650	3.1	
Revaluations	37,965	(98,358)	(136,323)	(359.1)	31
Net movement in property, infrastructure, plant and equipment	63,098	(69,893)	(132,991)	(210.8)	

Explanation of variances in the Standard Capital Works Statement

23 Land: During the year Council purchased land at 21 Wattle Valley Road, Mitcham. The purchase of the land was funded from contributions held in the public open space reserve.

24 Roads: This unfavourable variance is largely due to the reclassification of works including the Box Hill Central Activities Area from Urban Improvements, where the works were budgeted.

25 Drainage: This variance mainly relates to budgeted works for two special drainage schemes that did not proceed.

26 Parks: This includes additional expenditure on the implementation of the Box Hill Gardens masterplan as well as unbudgeted works relating to Surrey Dive Embankment, Bill Sewart Athletics Track and Springfield Park East Lighting Tower.

27 Urban improvements: The variance between actual and budget is primarily due to the reclassification of most budgeted projects to Roads including the Box Hill Central Activities Area.

28 Plant and equipment: This unfavourable variance mainly relates to the upgrade of playground equipment which was reclassified from Parks, where it was budgeted.

29 Developer contributions: Developer contributions in the form of land or infrastructure are not included in the Budget as they are typically one-off in nature and dependent on development. During 2012/13, contributions of land (public open space) and drainage were received and required to be recognised as income and a fixed asset. Refer to the Annual Financial Report Note 5(b).

30 Disposals: Disposals were higher than budget mainly as a result of the compulsory acquisition of land in Mitcham by the state government relating to the Mitcham Road grade separation project and the sale of Council's Elland Avenue Occasional Child Care property.

31 Revaluations: This variance is primarily due to a decline in land values recorded as a result of Council property revaluations conducted as at 30 June 2013. Refer to the Annual Financial Report Note19(a) Property.

NOTES TO THE STANDARD STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 1 Basis of preparation of the Standard Statements

Whitehorse City Council is required to prepare and include audited Standard Statements within its Annual Report. Four statements are required this year being the Standard Comprehensive Income Statement, Standard Balance Sheet, Standard Cash Flow Statement and Standard Capital Works Statement, together with explanatory notes.

These statements and supporting notes form a special purpose financial report prepared to meet the requirements of the *Local Government Act (1989)* and the *Local Government (Finance and Reporting) Regulations (2004)*.

The Standard Statements have been prepared on accounting bases consistent with those used for the general purpose financial report and the Budget. The results reported in these statements are consistent with those reported in the general purpose financial report.

The Standard Statements are not a substitute for the general purpose financial report, which is included in the Annual Report. They have not been prepared in accordance with all Australian Accounting Standards or other authoritative professional pronouncements.

The Standard Statements compare Council's financial plan, expressed through its annual budget, with actual performance. The *Local Government Act (1989)* requires explanation of any material variances. Council has adopted a materiality threshold of 10 percent or where further explanation is warranted. Explanations have not been provided for variations below the materiality threshold unless the variance is considered to be material because of its nature.

The budget figures included in the Standard Statements are those adopted by Council on 25 June 2012. The Budget was based on assumptions that were relevant at the time of adoption of the Budget. Council sets guidelines and parameters for revenue and expense targets in this budget in order to meet Council's business plan and financial performance targets for both the short and long term.

Detailed information on the actual financial results are contained in the general purpose financial report. The Standard Statements must be read with reference to this document.

Standard Comprehensive Income Statement

The Standard Comprehensive Income Statement shows the financial performance of Council during the year. It shows total revenue, total expenses, the underlying result before non-recurring items, and the surplus (deficit) for the year after non-recurring items. The Standard Comprehensive Income Statement also shows other comprehensive income for the year, which are transactions recorded directly in equity.

Standard Balance Sheet

The Standard Balance Sheet is a snapshot of Council's financial position at the end of the financial year. It shows what Council owns as assets and what it owes as liabilities. Assets and liabilities are separated into current and non-current. Current means those assets or liabilities which will fall due in the next 12 months. Net assets is calculated as total assets less total liabilities and represents the net worth of Council, which has been built up over many years. Net assets equals total equity.

Standard Cash Flow Statement

The Standard Cash Flow Statement shows Council's cash inflows and cash outflows for the year. It shows the movement in cash and cash equivalents, which comprise cash at bank, cash on hand and cash held in term deposits. Council uses the Standard Cash Flow Statement in conjunction with the rest of the Standard Statements to evaluate changes in net assets, analyse the financial structure (including the liquidity and solvency of Council), and make decisions concerning the amounts and timing of cash flows in order to adapt to changing circumstances and opportunities.

Standard Capital Works Statement

The Standard Capital Works Statement is a summary of the spending on capital works. It shows a breakdown of the spending by area including land, buildings, roads, drainage, street trees, parks, urban improvements, and plant and equipment. The Standard Capital Works Statement also splits the total capital works spending into renewal or new. Renewal spending refers to spending on existing assets through renewing, restoring, and replacing existing assets.

The Standard Capital Works Statement also provides a reconciliation of the movement in property, infrastructure, plant and equipment.

CERTIFICATION OF THE STANDARD STATEMENTS

In my opinion, the Standard Statements of Whitehorse City Council for the year ended 30 June 2013 have been prepared on accounting bases consistent with the Financial Report and in accordance with the *Local Government Act (1989)* and the *Local Government (Finance and Reporting) Regulations (2004)*.

Principal Accounting Officer
Marc Giglio FCPA

Dated: 26 August 2013
Nunawading

In our opinion, the Standard Statements of Whitehorse City Council for the year ended 30 June 2013 have been prepared on accounting bases consistent with the Financial Report and in accordance with the *Local Government Act (1989)* and the *Local Government (Finance and Reporting) Regulations (2004)*.

As at the date of signing, we are not aware of any circumstances which would render any particulars in the Standard Statements to be misleading or inaccurate.

We were authorised by Council on 19 August 2013 to certify the Standard Statement in their final form on behalf of Council.

Councillor
Robert Chong AM

Dated: 26 August 2013
Nunawading

Councillor
Andrew Davenport

Dated: 26 August 2013
Nunawading

Chief Executive Officer
Noelene Duff

Dated: 26 August 2013
Nunawading

COMPREHENSIVE INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2013

		2013 $'000	2012 $'000
Revenue			
Rates	2	85,216	79,996
User charges, fees and fines	3	38,914	37,740
Grants and subsidies - Operating (recurrent)	4(a)	16,888	17,402
Interest income	6	3,628	4,829
Other income	7	2,982	1,028
Share of net gain/(loss) of associates	14	360	(123)
Total revenue		147,988	140,872
Expenses			
Employee costs	8	57,239	56,032
Vision Super defined benefit - unfunded liability call	8	-	10,386
Materials and services	9	49,748	47,716
Depreciation	10	20,200	20,073
Interest expense	11	167	190
Other expenses	12	8,374	8,951
Total expenses		135,728	143,348
Surplus/(deficit) for the year before capital items		12,260	(2,476)
Grants and subsidies - Capital (non-recurrent)	4(b)	1,568	3,773
Capital Contributions - cash	5(a)	41	309
Capital Contributions - non-monetary assets	5(b)	3,582	3,712
Net gain/(loss) on disposal of property, infrastructure, plant and equipment	13	1,432	(6,539)
Surplus/(deficit) for the year		18,883	(1,221)
Other comprehensive income			
Net asset revaluation increment/(decrement)	19	(98,358)	-
Total comprehensive result		(79,475)	(1,221)

The Comprehensive Income Statement should be read with the accompanying notes.

BALANCE SHEET
AS AT 30 JUNE 2013

		2013 $'000	2012 $'000
Assets			
Current assets			
Cash and cash equivalents	15(a)	35,781	60,919
Financial assets	15(b)	15,703	23,521
Trade and other receivables	16	8,773	7,555
Other current assets	17	557	1,612
Total current assets		60,814	93,607
Non-current assets			
Financial assets	15(b)	16,400	-
Trade and other receivables	16	83	125
Investments in associates	18	7,029	6,669
Property, infrastructure, plant and equipment	19	1,806,432	1,876,324
Total non-current assets		1,829,944	1,883,118
Total assets		1,890,758	1,976,725
Liabilities			
Current liabilities			
Trade and other payables	20	18,078	15,278
Trust funds and deposits	21	5,362	5,209
Interest bearing loans and borrowings	22	304	279
Employee provisions	23	12,558	21,757
Total current liabilities		36,302	42,523
Non-current liabilities			
Interest bearing loans and borrowings	22	1,508	1,813
Employee provisions	23	751	717
Total non-current liabilities		2,259	2,530
Total liabilities		38,561	45,053
Net assets		1,852,197	1,931,672
Equity			
Accumulated surplus	24(a)	687,014	651,522
Asset revaluation reserve	24(b)	1,130,280	1,228,638
Other reserves	24(c)	34,903	51,512
Total equity		1,852,197	1,931,672

The Balance Sheet should be read with the accompanying notes.

STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2013

2013	Note	Accumulated surplus $'000	Asset revaluation reserve $'000	Other reserves $'000	Total $'000
Balance at 1 July 2012		651,522	1,228,638	51,512	1,931,672
Total comprehensive income for the year:					
Surplus for the year	24	18,883	-	-	18,883
Revaluation of property, infrastructure, plant and equipment	24	-	(98,358)	-	(98,358)
Transfers in	24	29,145	-	12,536	41,681
Transfers out	24	(12,536)	-	(29,145)	(41,681)
Balance at 30 June 2013		687,014	1,130,280	34,903	1,852,197

2012	Note	Accumulated surplus $'000	Asset revaluation reserve $'000	Other reserves $'000	Total $'000
Balance at 1 July 2011		654,387	1,228,638	49,868	1,932,893
Total comprehensive income for the year:					
Surplus for the year	24	(1,221)	-	-	(1,221)
Revaluation of property, infrastructure, plant and equipment	24	-	-	-	-
Transfers in	24	2,606	-	4,250	6,856
Transfers out	24	(4,250)	-	(2,606)	(6,856)
Balance at 30 June 2012		651,522	1,228,638	51,512	1,931,672

The Statement of Changes in Equity should be read with the accompanying notes.

CASH FLOW STATEMENT
FOR THE YEAR ENDED 30 JUNE 2013

		2013 $'000	2012 $'000
Cash flows from operating activities			
Rates		84,935	79,604
User charges, fees and fines		39,471	39,955
Grants and subsidies		17,596	18,159
Interest received		3,766	4,829
Other income		3,107	1,073
Net GST refund		6,548	4,927
Employee costs		(68,933)	(55,937)
Materials and services		(51,522)	(51,558)
Other expenses		(9,146)	(8,784)
Net cash from operating activities	25	25,822	32,268
Cash flows from investing activities			
Dividends received from associate		-	424
Repayment of loans and advances from community organisations		2	2
Proceeds from sale of property, infrastructure, plant and equipment		5,394	1,325
Acquisition of property, infrastructure, plant and equipment		(49,046)	(31,353)
Capital contributions		1,719	4,327
(Purchases)/sales of financial assets		(8,582)	23,504
Net cash used in investing activities		(50,513)	(1,771)
Cash flows from financing activities			
Repayment of interest bearing loans and borrowings		(280)	(256)
Interest paid		(167)	(190)
Net cash used in financing activities		(447)	(446)
Net increase (decrease) in cash and cash equivalents		(25,138)	30,051
Cash and cash equivalents at 1 July		60,919	30,868
Cash and cash equivalents at 30 June	15	35,781	60,919

The Cash Flow Statement should be read with the accompanying notes.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

INTRODUCTION

The Whitehorse City Council was established by an Order of Governor in Council on 15th December 1994 and is a body corporate.

Council's main office is located at 379-397 Whitehorse Road, Nunawading VIC 3131.

The purpose of Council is to:
- provide for the peace, order and good government of its municipal district;
- to promote the social, economic and environmental viability and sustainability of the municipal district;
- to ensure that resources are used efficiently and effectively and services are provided in accordance with the Best Value Principles to best meet the needs of the local community;
- to improve the overall quality of life of people in the local community;
- to promote appropriate business and employment opportunities;
- to ensure that services and facilities provided by the Council are accessible and equitable;
- to ensure the equitable imposition of rates and charges; and
- to ensure transparency and accountability in Council decision making.

External Auditor - Auditor-General of Victoria
Internal Auditor - PricewaterhouseCoopers
Solicitors - Macquarie Lawyers & Strategist, Maddocks, Norton Rose Australia, Russell Kennedy, Hoey's Lawyers Pty Ltd, Macpherson & Kelley Lawyers, Feigl & Newell Pty Ltd, HWL Ebsworth Lawyers and DLA Piper Australia.

Bankers - National Australia Bank
Website address - www.whitehorse.vic.gov.au

This Financial Report is a general purpose financial report that consists of a Comprehensive Income Statement, Balance Sheet, Statement of Changes in Equity, Cash Flow Statement, and notes accompanying these financial statements. The general purpose financial report complies with Australian Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board, the *Local Government Act (1989)*, and the *Local Government (Finance and Reporting) Regulations (2004)*.

NOTE 1 SIGNIFICANT ACCOUNTING POLICIES

(a) Basis of accounting

This Financial Report has been prepared on an accrual and going concern basis.

This Financial Report has been prepared under the historical cost convention, except where specifically stated in Notes 1(d), 1(f), 1(g), 1(h) and 1(m).

Unless otherwise stated, all accounting policies are consistent with those applied in the prior year. Where appropriate, comparative figures have been amended to accord with current presentation, and disclosure has been made of any material changes to comparatives.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 1 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(b) Revenue recognition

Rates

Rates are recognised as revenue when Council obtains control over the assets comprising these receipts. Control over assets acquired from rates is obtained at the commencement of the rating year as it is an enforceable debt linked to the rateable property or, where earlier, upon receipt of the rates.

A provision for doubtful debts on rates has not been established as unpaid rates represent a charge against the rateable property that will be recovered when the property is next sold.

User charges, fees and fines

User charges, fees and fines (including parking fees and fines) are recognised as revenue when the service has been provided, the payment is received, or when the penalty has been applied, whichever first occurs.

A provision for doubtful debts is recognised when collection in full is no longer probable.

Grants and subsidies

Grants and subsidies are recognised as revenue when Council obtains control over the assets comprising these receipts. Control over grants and subsidies is normally obtained upon their receipt (or acquittal) or upon earlier notification that a grant or subsidy has been secured, and are valued at their fair value at the date of transfer.

Where grants or subsidies recognised as revenue during the financial year were obtained on condition that they be expended in a particular manner or used over a particular period and those conditions were undischarged at balance date, the unused grant or subsidy is disclosed in Note 4. The note also discloses the amount of unused grants or subsidies from prior years that were expended on Council's operations during the current year.

A liability is recognised in respect of revenue that is reciprocal in nature to the extent that the requisite service has not been provided at balance date.

Contributions

Contributions (including developer contributions) are recognised as revenue when Council obtains control of the contribution or the right to receive the contribution, it is probable that the economic benefits comprising the contribution will flow to Council and the amount of the contribution can be measured reliably.

Interest income

Interest is recognised progressively as it is earned.

(c) Borrowing costs

Borrowing costs are recognised as an expense in the period in which they are incurred, except where they are capitalised as part of a qualifying asset constructed by Council. Except where specific borrowings are obtained for the purpose of specific asset acquisition, the weighted average interest rate applicable to borrowings at balance date, excluding borrowings associated with superannuation, is used to determine the borrowing costs to be capitalised.

Borrowing costs include interest on bank overdrafts, interest on borrowings, and finance lease charges.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 1 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(d) Cash and financial assets

Cash and cash equivalents include cash at bank and on hand, deposits at call, and other liquid investments with original maturities of 3 months or less.

Bank overdrafts that are repayable on demand and form an integral part of Council's cash management are included as a component of cash and cash equivalents for the purpose of the Cash Flow Statement.

Financial assets are valued at fair value, being market value, at balance date. Any unrealised gains and losses on holdings at balance date are recognised as either a revenue or expense.

(e) Trade and other receivables

Receivables are carried at amortised cost using the effective interest rate method.

A provision for doubtful debts is recognised when there is objective evidence that an impairment loss has occurred.

(f) Investments in associates

Council's investment in associates is accounted for by the equity method as Council has the ability to influence rather than control the operations of the entities. The investment is initially recorded at the cost of acquisition and adjusted thereafter for post-acquisition changes in the Council's share of the net assets of the entities. Council's share of the financial result of the entities is recognised in the Comprehensive Income Statement.

(g) Property, infrastructure, plant and equipment

Acquisitions

The purchase method of accounting is used for all acquisitions of assets, being the fair value of assets provided as consideration at the date of acquisition plus any incidental costs attributable to the acquisition. Fair value is the amount for which the asset could be exchanged between knowledgeable willing parties in an arm's length transaction.

Where assets are constructed by Council, cost includes all materials used in construction, direct labour, borrowing costs incurred during construction, and an appropriate share of directly attributable variable and fixed overheads.

The following classes of assets have been recognised in Note 19. In accordance with Council's policy, the threshold limits detailed below have applied when recognising assets within an applicable asset class and unless otherwise stated are consistent with the prior year.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 1 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(g) Property, infrastructure, plant and equipment (continued)

Acquisitions (continued)

Asset class	Amount
Land	Nil
Buildings	Nil
Road substructure	$5,000
Road seal	$5,000
Footpaths	$5,000
Kerb and channel	$5,000
Other road assets	$5,000
Drainage	$5,000
Land improvements	$1,000
Plant and machinery	$200
Equipment, furniture and fittings	$200
Other structures	$1,000
Art collection	Nil

Revaluation

Subsequent to the initial recognition of assets, non-current physical assets (including land, buildings, roads and drainage), other than plant and equipment, other structures, land improvements and art collection, are measured at fair value, being the amount for which the assets could be exchanged between knowledgeable willing parties in an arm's length transaction. At balance date, Council reviewed the carrying value of the individual classes of assets within land, buildings, roads and drainage to ensure that each asset materially approximated its fair value. Where the carrying value materially differed from the fair value the class of asset was revalued.

In addition, Council undertakes a formal revaluation of land, buildings, roads and drainage assets on a regular basis ranging from two to three years. The valuation is performed either by experienced Council officers or independent experts.

Where the assets are revalued, the revaluation increments are credited directly to the asset revaluation reserve except to the extent that an increment reverses a prior year decrement for that class of asset that had been recognised as an expense in which case the increment is recognised as revenue up to the amount of the expense. Revaluation decrements are recognised as an expense except where prior increments are included in the asset revaluation reserve for that class of asset in which case the decrement is taken to the reserve to the extent of the remaining increments. Within the same class of assets, revaluation increments and decrements within the year are offset.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 1 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(g) Property, infrastructure, plant and equipment (continued)

Land under roads

Land under roads acquired after 30 June 2008 is brought to account using the fair value basis. Council does not recognise land under roads that is controlled prior to that period in its Financial Report.

Depreciation

Buildings, infrastructure, plant and equipment, and other assets having limited useful lives are systematically depreciated over their useful lives in a manner which reflects consumption of the service potential embodied in those assets. Estimates of remaining useful lives and residual values are made on a regular basis with major asset classes reassessed annually. Depreciation rates and methods are reviewed annually.

Straight line depreciation is charged based on the residual useful life as determined each year.

The range of depreciation rates used for each class of asset are listed in the table below and are consistent with the prior year unless otherwise stated. Land and various pieces of art work are not depreciated.

	2013	
Asset class	Rate	Years
Buildings	1.00%-3.00%	33 - 100 years
Roads	0.67%-10.00%	10 - 150 years
Drainage	1.00%-2.00%	50 - 100 years
Land improvements	0.00%-20.00%	0 - 50 years
Plant and machinery	5.00%-50.00%	2 - 20 years
Equipment, furniture and fittings	5.00%-35.00%	3 - 20 years
Other structures	2.00%-50.00%	2 - 50 years
Art collection	0.00%-1.00%	0 - 100 years

Sale of property, infrastructure, plant and equipment

The gain or loss on sale of an asset is determined when control of the asset has irrevocably passed to the buyer.

Repairs and maintenance

Routine maintenance, repair costs, and minor renewal costs are expensed as incurred. Where the repair relates to the replacement of a component of an asset and the cost exceeds the capitalisation threshold the cost is capitalised and depreciated. The carrying value of the replaced asset is expensed.

(h) Impairment of assets

At each reporting date, Council reviews the carrying value of its assets to determine whether there is any indication that these assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the assets carrying value. Any excess of the assets carrying value over its recoverable amount is expensed to the Comprehesive Income Statement, unless the asset is carried at the revalued amount in which case, the impairment loss is recognised directly against the revaluation surplus in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation surplus for that same class of asset.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 1 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(i) Employee costs

Annual leave

Annual leave entitlements are accrued on a pro rata basis in respect of services provided by employees up to balance date.

Annual leave expected to be paid within 12 months is measured at nominal value based on the amount, including appropriate oncosts, expected to be paid when settled.

Annual leave expected to be paid later than one year has been measured at the present value of the estimated future cash outflows to be made for these accrued entitlements. Commonwealth bond rates are used for discounting future cash flows.

Long service leave

Long service leave entitlements payable are assessed at balance date having regard to expected employee remuneration rates on settlement, employment related oncosts and other factors including accumulated years of employment, on settlement, and experience of employee departure per year of service.

Long service leave expected to be paid within 12 months is measured at nominal value based on the amount expected to be paid when settled.

Long service leave expected to be paid later than one year has been measured at the present value of the estimated future cash outflows to be made for these accrued entitlements. Commonwealth bond rates are used for discounting future cash flows.

Classification of employee costs

An employee cost liability is classified as a current liability if Council does not have an unconditional right to defer settlement of the liability for at least 12 months after the end of the period. This would include all annual leave and unconditional long service leave entitlements.

Wages and salaries

Liabilities for wages and salaries are recognised and are measured as the amount unpaid at balance date and include appropriate oncosts such as workers compensation and payroll costs.

Superannuation

A liability is recognised in respect of Council's present obligation to meet the unfunded obligations of defined benefit superannuation schemes to which its employees are members. The liability is defined as Council's share of the scheme's unfunded position, being the difference between the present value of employees' accrued benefits and the net market value of the scheme's assets at balance date. The liability also includes applicable contributions tax of 15%.

The superannuation expense for the reporting year is the amount of the statutory contribution Council makes to the superannuation plan which provides benefits to its employees together with any movements (favourable/unfavourable) in the position of any defined benefits schemes. Details of these arrangements are recorded in Note 23.

The amount charged to the Comprehensive Operating Statement in respect of superannuation represents contributions made or due by Council to the relevant superannuation plans in respect to the services of Council's staff (both past and present). Superannuation contributions are made to the plans based on the relevant rules of each plan and any relevant compulsory superannuation requirements that Council is required to comply with.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 1 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(j) Trade and other payables

Trade and other payables are initially recognised at fair value plus any directly attributable transaction costs. Subsequent to initial recognition, trade and other payables are recognised at amortised cost using the effective interest rate method.

(k) Operating leases

Lease payments for operating leases are recognised on a straight line basis over the term of the lease.

(l) Goods and services tax (GST)

Revenues, expenses, and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables are stated with the amount of GST included.

Cash flows are presented in the Cash Flow Statement on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

(m) Financial guarantees

Financial guarantee contracts are recognised as a liability at the time the guarantee is issued. The liability is initially measured at fair value, and if there is material increase in the likelihood that the guarantee may have to be exercised, at the higher of the amount determined in accordance with *AASB 137 Provisions, Contingent Liabilities and Contingent Assets* and the amount initially recognised less cumulative amortisation, where appropriate. In the determination of fair value, consideration is given to factors including the probability of default by the guaranteed party and the likely loss to Council in the event of default.

(n) Financial assets

Financial assets are valued at fair value, being market value, at balance date. Any unrealised gains and losses on holdings at balance date are recognised as either a revenue or expense.

(o) Tender deposits

Amounts received as tender deposits and retention amounts controlled by Council are recognised as Trust funds until they are returned or forfeited.

(p) Allocation between current and non-current

In the determination of whether an asset or liability is current or non-current, consideration is given to the time when each asset or liability is expected to be settled. The asset or liability is classified as current if it is expected to be settled within the next twelve months, being the Council's operational cycle, or if the Council does not have an unconditional right to defer settlement of a liability for at least 12 months after the reporting date.

(q) Agreements equally proportionately unperformed

The Council does not recognise assets and liabilities arising from agreements that are equally proportionately unperformed in the balance sheet. Such agreements are recognised on an 'as incurred' basis.

(r) Rounding

Unless otherwise stated, amounts in the Financial Report have been rounded to the nearest thousand dollars. Figures in the financial statements may not equate due to rounding.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 1 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(s) Budget information

Amounts shown in the financial report as budget information have been disclosed for information purposes only. Where necessary, budget information has been recast to comply with current presentation requirements. The budget figures have been drawn from Council's budget approved at the time the rates were adopted by Council for the 2012/13 year.

(t) Contingent assets and contingent liabilities and commitments

Contingent assets and contingent liabilities are not recognised in the Balance Sheet but are disclosed by way of note and if quantifiable, are measured at nominal value. Contingent assets and liabilities are presented inclusive of GST receivable or payable respectively.

Commitments are not recognised in the Balance Sheet. Commitments are disclosed at their nominal value by way of note and presented inclusive of the GST payable.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 1 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(u) New standards and interpretations not yet adopted

The following standards, amendments to standards and interpretations have been identified as those which may impact the council but are not yet effective. They have not been adopted in preparation of the financial statements at reporting date.

Pronouncement	What's new?	Impact/Action	Transition	Effective date
AASB 9 Financial Instruments	AASB 9 standard is one of a series of amendments that are expected to eventually completely replace AASB 139. During 2010-11, the standard will be expanded to include new rules on measurement of financial liabilities and hedge accounting. Currently the existing provisions of AASB 139 will continue to apply in these areas. AASB 9 simplifies the classifications of financial assets into those to be carried at amortised cost and those to be carried at fair value – the 'available for sale' and 'held-to-maturity' categories no longer exists. AASB 9 also simplifies requirements for embedded derivatives and removes the tainting rules associated with held-to-maturity assets. The new categories of financial assets are: · Amortised cost – those assets with 'basic' loan features'. · Fair value through other comprehensive income - this treatment is optional for equity instruments not held for trading (this choice is made at initial recognition and is irrevocable). · Fair Value through profit and Loss - everything that does not fall into the above two categories. The following changes also apply: · Investments in unquoted equity instruments must be measured at fair value. However, cost may be the appropriate measure of fair value where there is insufficient more recent information available to determine a fair value. · There is no longer any requirement to consider whether 'significant or prolonged' decline in the value of financial assets has occurred. The only impairment testing will be on those assets held at amortised cost, and all impairments will be eligible for reversal. · Similarly, all movements in the fair value of a financial asset now go to the income statement, or, for equity instruments not held for trading, other comprehensive income. There is no longer any requirement to book decrements through the income statement, and increments through equity.	The impact is not likely to be extensive in the local government sector. Although it will vary considerably between entities. While the rules are less complex than those of AASB 139, the option to show equity instruments at cost has been largely removed, which is likely to lead to greater volatility within the income statement. However it may also lead to an improved financial position for some entities. This will also create a requirement to measure some instruments annually that has not previously existed.	Transitional arrangements are extensive – in general retrospective restatement is required, but there are exceptions. Early-adoption of the standard before 1 January 2014 removes the requirement for restatement of comparatives.	Periods beginning on or after 1 January 2015. The standard was amended in 2012 to delay the effective date by two years (previously 1 January 2013).

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 1 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(u) New standards and interpretations not yet adopted (continued)

Pronouncement	What's new?	Impact/Action	Transition	Effective date
AASB 10 Consolidated Financial Statements	The standard introduces a single model of control, which is used to determine whether an investee must be consolidated. The existence of control is determined based on: ·Power to direct the activities of an investee (irrespective of whether such power is exercised). ·Exposure, or rights, to variable returns from its involvement with the investee. ·The ability to use its power over the investee to affect the amount of the investor's returns.	The definition of 'control' is based on various factors, and is wider than just those entities in which an investee holds greater than 50% of the voting rights. While the effects of this standard are not expected to be significant in the local government sector, there may be some increase in the number of entities required to be consolidated as subsidiaries.	Early adoption is permitted, but AASB 10,AASB 11, AASB 12, AASB 127 (revised) and AASB 128 (revised) must all be adopted simultaneously.	Periods beginning on or after 1 January 2013
AASB 11 Joint Arrangements	AASB 11 classifies all joint arrangements as either *joint operations* or *joint ventures*. · Joint operations exist where the parties have the right to their assets and the obligation for their liabilities under the arrangement. Each party recognises its own assets, liabilities, revenues and expenses resulting from the arrangement. ·Joint ventures exist where the parties have the rights to the net assets of the arrangement. Each party accounts for the arrangement under the equity method in accordance with AASB 128 Investments in Associates and Joint Ventures (see below).	The use of proportionate consolidation to account for joint ventures is no longer permitted. This is not likely to impact many councils.	Early adoption is permitted, but AASB 10,AASB 11, AASB 12, AASB 127 (revised) and AASB 128 (revised) must all be adopted simultaneously.	Periods beginning on or after 1 January 2013

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 1 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(u) New standards and interpretations not yet adopted (continued)

Pronouncement	What's new?	Impact/Action	Transition	Effective date
AASB 12 Disclosure of Involvement with Other Entities	AASB 12 requires the disclosure of information to enable users to evaluate the nature of, and risks associated with, its interests in other entities and The effect of those interests on its financial position, financial performance, and cash flows. AASB 12 applies to all entities that have subsidiaries, joint arrangements, associates, or unconsolidated structured entities, and requires disclosures grouped into four categories: ·Significant judgments and assumptions, including how control, joint control, or significant influence has been determined. ·Interests in subsidiaries, including details of the composition of the group, the interests held by any non-controlling interest, any changes in control, and the nature of any associated risks. ·Interests in joint arrangements and associates, including their nature and extent, the effects on the group, and any associated risks. ·Interests in unconsolidated structured entities, including their nature and extent, any changes during the year, and the associated risks.	The disclosures required will be both qualitative and quantitative. In particular, management should document and be able to justify its key judgments concerning control and significant influence. In the local government context this is likely to require increased disclosures around the operations of Library Corporations as well as other activities that Council have an interest in.	Early adoption is permitted, but AASB 10,AASB 11, AASB 12, AASB 127 (revised) and AASB 128 (revised) must all be adopted simultaneously.	Periods beginning on or after 1 January 2013

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 1 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(u) New standards and interpretations not yet adopted (continued)

Pronouncement	What's new?	Impact/Action	Transition	Effective date
AASB 13 Fair Value Measurement	AASB 13 replaces the existing IFRS guidance on fair value measurement and disclosure. It applies whenever another standard permits or requires the use of fair value measurements. It sets out a fair value hierarchy for such measurements: ·Level 1 – quoted prices in active markets for identical assets and liabilities, which can be accessed at the measurement date. ·Level 2 – inputs other than quoted market prices included within Level 1, which are observable for the asset or liability, either directly or indirectly. ·Level 3 – unobservable inputs for the asset or liability. There are also extensive disclosure requirements relating to each of the three levels within the hierarchy.	The standard determines 'how to' rather than 'when' in respect of fair value measurements, and summarises the existing IFRS guidance in one place. This standards may assist those councils that have equity investments that are no longer able to be held at cost.	Early adoption is permitted.	Periods beginning on or after 1 January 2013
AASB 119 Employee Benefits, AASB 2011-10 Amendments to Australian Accounting Standards arising from AASB 119 and AASB 2011-11 Amendments to AASB 119 (September 2011) arising from Reduced Disclosure Requirements	The standards require the recognition of all re-measurements of defined benefit liabilities/assets immediately in other comprehensive income (removal of the so-called "corridor" method), the immediate recognition of all past service cost in profit or loss and the calculation of a net interest expense or income by applying the discount rate to the net defined benefit liability or asset	The entity is yet to assess its full impact. Where adequate information is available, the entity will apply the new standard from 1 July 2013 when the new standard applies to Whitehorse City Council.		1 January 2013 / 1 July 2013
AASB 128 Investments in Associates and Joint Ventures	AASB 128 has been amended to ensure consistency with the new requirements of AASB 10 *Consolidated Financial Statements* and AASB 11 *Joint Arrangements*. The standard sets out how the equity method of accounting is to be applied, defines "significant influence," and how impairment is to be tested for investments in associates or joint ventures.	Some joint ventures which were previously accounted for under the proportionate consolidation method must now be accounted for as associates. These changes are not expected to impact significantly on Councils	Early adoption is permitted, but AASB 10,AASB 11, AASB 12, AASB 127 (revised) and AASB 128 (revised) must all be adopted simultaneously.	Periods beginning on or after 1 January 2013

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 2 RATES

Council uses Capital Improved Value (CIV), representing the value of land and buildings, as the basis of valuation of all properties within the municipal district.

The valuation base used to calculate general rates for 2012/13 was:

General rate	$43,227,431,001	(2011/12: $42,483,339,001)
Recreational rate	$63,735,000	(2011/12: $65,200,000)

The 2012/13 rate in the dollar of general rate assessments was 0.19752 cents of each dollar of CIV (2011/12: 0.18843 cents).

The total quantum of 'in-lieu of rates' levied on recreational assessments was $37,767 in 2012/13 (2011/12: $36,857).

The date of the latest general revaluation of land for rating purposes within the municipal district was 1 January 2012, and the valuation was first applied in the rating year commencing 1 July 2012.

The date of the previous general revaluation of land for rating purposes within the municipal district was 1 January 2010, and the valuation was first applied in the rating year commencing 1 July 2010.

	2013 $'000	2012 $'000
Residential	75,295	70,999
Commercial	6,770	6,116
Industrial	2,590	2,464
Supplementary	561	417
Total rates	85,216	79,996

NOTE 3 USER CHARGES, FEES AND FINES

Arts and Culture	2,085	2,015
Compliance	5,486	4,955
Health and Family Services	5,603	5,497
Home and Community Care	2,670	2,525
Parks, Recreation and Active Leisure Centres	7,406	8,251
Planning and Building	4,215	4,375
Waste and Recycling Service	9,868	8,915
Other fees and charges	1,581	1,207
Total user charges, fees and fines	38,914	37,740

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

		2013 $'000	2012 $'000
NOTE 4	**GRANTS AND SUBSIDIES**		
	Grants were received in respect of the following :		
	Federal	3,744	4,761
	State	14,712	16,399
	Other	-	15
	Total grants and subsidies	18,456	21,175
	(a) Recurrent		
	Arts and Culture	10	10
	Business Development	27	-
	Child Care Centres	2,241	1,923
	City Development	16	-
	Community Development	238	215
	Environmental Health	165	149
	Family Day Care	747	683
	Family, Youth and Children	187	175
	Home and Community Care	8,137	8,023
	Infrastructure	31	101
	Maternal and Child Health	934	855
	Parks, Recreation and Active Leisure Centres	25	34
	School Crossing Subsidies	258	250
	Victoria Grants Commission - local roads	784	992
	Victoria Grants Commission - general assistance	3,088	3,992
	Total grants and subsidies - recurrent	16,888	17,402
	(b) Non-recurrent		
	Arts and Culture	-	1,600
	City Development	424	-
	Child care centres	300	
	Infrastructure	-	514
	Parks, Recreation and Active Leisure Centres	844	1,659
	Total grants and subsidies - non-recurrent	1,568	3,773
	Total grants and subsidies	18,456	21,175
	Conditions on grants		
	Grants recognised as revenue during the year that were obtained on condition that they be expended in a specified manner that had not occurred at balance date were:		
	Home and Community Care	110	-
	City Development	-	95
		110	95

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

		2013 $'000	2012 $'000
NOTE 4	**GRANTS AND SUBSIDIES (CONTINUED)**		
	Grants which were recognised as revenue in prior years and were expended during the current year in the manner specified by the grantor were:		
	City Development	95	28
	Community Development	-	9
	Home and Community Care	-	-
	Parks, Recreation and Active Leisure Centres	-	42
		95	79
	Net increase/(decrease) in restricted assets resulting from grant revenues for the year	15	16
NOTE 5	**CAPITAL CONTRIBUTIONS**		
	(a) Cash		
	Resident/user/other contributions	41	129
	Contributions from sporting clubs	-	180
	Total contributions - cash	41	309
	(b) Non-monetary		
	Developers contributions - public open space	1,165	2,190
	Developers contributions - drainage	789	1,238
	Recognition of previously unrecognised assets	1,628	-
	Developers contributions - roads	-	284
	Total contributions - non-monetary	3,582	3,712
NOTE 6	**INTEREST INCOME**		
	Interest earned from cash and cash equivalents	3,292	4,521
	Interest earned from rates	336	308
	Total interest income	3,628	4,829
NOTE 7	**OTHER INCOME**		
	Utilities recovered	56	56
	Cost recovery income	403	249
	Recycling income	1,388	-
	Other income	1,135	723
	Total other income	2,982	1,028

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

		2013 $'000	2012 $'000
NOTE 8	**EMPLOYEE COSTS**		
	Wages and salaries	51,425	49,352
	Superannuation	3,968	4,007
	Defined Benefits Scheme Fund - unfunded liability call*	(607)	10,386
	Fringe benefits tax	621	638
	Staff development	986	999
	Workcover	846	1,036
	Total employee costs expense	57,239	66,418

* On 31 July 2012 Council was advised that it was required to make an additional contribution to the Vision Super Defined Benefit Scheme Fund to meet the funding shortfall of $10.386m as determined by the funds actuarial investigation completed in late 2011. The funding shortfall liability relates to Whitehorse City Council staff who are in the Vision Super Defined Benefits Scheme Fund. A payment of $9.779m was paid in August 2012 in order to receive an early payment discount of $0.607m. Refer to Note 23 for more details.

NOTE 9	**MATERIALS AND SERVICES**		
	Contracts and services	16,130	15,718
	Council election	367	2
	Fuel and oil	879	931
	Insurance	1,140	997
	Legal expenses	1,390	1,030
	Materials and supplies	2,359	2,438
	Public lighting	1,451	1,448
	Repairs and maintenance	3,259	3,193
	Street sweeping	781	767
	Utilities	2,545	2,085
	Waste and recycling	14,821	14,284
	Other materials and services	4,626	4,823
	Total materials and services	49,748	47,716

NOTE 10	**DEPRECIATION**		
	Buildings	4,669	4,801
	Roads	5,563	5,421
	Drainage	2,161	2,123
	Land improvements	2,344	2,307
	Plant and machinery	1,652	1,507
	Equipment, furniture and fittings	2,921	3,001
	Other structures	862	886
	Art collection	28	27
	Total depreciation	20,200	20,073

NOTE 11	**INTEREST EXPENSE**		
	Interest on loans and borrowings	167	190
	Total interest expense	167	190

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 12 OTHER EXPENSES

	2013 $'000	2012 $'000
Bad and doubtful debts	1	44
Community grants	787	753
External audit fees	60	61
Internal audit fees	167	136
Lease rentals	233	213
Library contributions	4,375	4,152
Library - Vision Super Defined Benefit Scheme Fund call (WMRLC)*	-	914
Metropolitan Fire Brigade levy	2,333	2,229
Other expenses	418	449
Total other expenses	8,374	8,951

* Council is required to contribute the funding shortfall of Vision Super Defined Benefit Scheme fund for Whitehorse City Council's staff employed by the Whitehorse Manningham Regional Library Corporation (WMRLC). The expense which was provided for at 30 June 2012, is classified as 'Other expenses' in line with regular contributions to the library.

NOTE 13 NET GAIN/(LOSS) ON DISPOSAL OF PROPERTY, INFRASTRUCTURE, PLANT AND EQUIPMENT

Land and buildings		
Net proceeds from disposal of assets	4,141	126
Written down value of assets disposed	(2,704)	(6,656)
Net gain/(loss) on disposal of land and buildings	1,437	(6,530)
Plant, machinery and equipment		
Net proceeds from disposal of assets	1,253	1,200
Written down value of assets disposed	(1,258)	(1,209)
Net gain/(loss) on disposal of plant, machinery and equipment	(5)	(9)
Total		
Net proceeds from disposal of assets	5,394	1,326
Written down value of assets disposed	(3,962)	(7,865)
Total net gain/(loss) on disposal of property, infrastructure, plant and equipment	1,432	(6,539)

NOTE 14 SHARE OF NET GAIN/(LOSS) OF ASSOCIATES

	2013 $'000	2012 $'000
Regional Landfill Clayton South (Note 18(a))	156	345
Whitehorse Manningham Regional Library Corporation (Note 18(b))	169	(501)
Narre Warren User Group (Note 18(c))	35	33
Total share of net gain/(loss) of associates	360	(123)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

		2013 $'000	2012 $'000
NOTE 15	**CASH AND FINANCIAL ASSETS**		
	(a) Cash and Cash Equivalents		
	Cash at bank and on hand	2,207	3,919
	Term deposits	33,574	57,000
	Total cash and cash equivalents for the purpose of the Cash Flow Statement	35,781	60,919
	Cash contained in reserves are subject to conditions established by Council resolution. Funds can only be accessed when principles are met. Refer to Note 27.		
	(b) Financial Assets		
	Current		
	Term deposits	15,703	23,521
	Total current financial assets	15,703	23,521
	Non-Current		
	Term deposits	16,400	-
	Total non-current financial assets	16,400	-
	Total financial assets	32,103	23,521
NOTE 16	**TRADE AND OTHER RECEIVABLES**		
	Current		
	Rates debtors	2,638	2,357
	Unsecured loans and advances	49	49
	Parking debtors	2,251	2,076
	Provision for doubtful debts - parking debtors	(1,722)	(1,574)
	Community loan - Nunawading Gymnastics and Sports Club	3	3
	Provision for doubtful debts - community loan	(1)	(1)
	Other debtors	5,611	4,722
	Provision for doubtful debts - other debtors	(56)	(77)
	Total trade and other receivables - current	8,773	7,555
	Non-current		
	Unsecured loans and advances	39	81
	Community loan - Nunawading Gymnastics and Sports Club	87	89
	Provision for doubtful debts - community loan	(43)	(45)
	Total trade and other receivables - non-current	83	125
NOTE 17	**OTHER CURRENT ASSETS**		
	Prepayments	387	1,438
	Stores and materials	36	27
	Nursery plant stock	134	147
	Total other current assets	557	1,612

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 18 INVESTMENTS IN ASSOCIATES

	2013 $'000	2012 $'000
(a) Interest in Regional Landfill Clayton South	2,135	1,979
(b) Interest in Whitehorse Manningham Regional Library Corporation	4,037	3,868
(c) Interest in Narre Warren User Group	857	822
Total investments in associates	7,029	6,669

Valuations
Valuations of investments described in this note are on the basis of Council's relevant share of each entity's net assets.

Valuations of investments in associates are based on Council's share of each entity's net assets.

(a) Interest in Regional Landfill Clayton South

Council holds an interest of 14.12% (2011/12:14.12%) in Regional Landfill Clayton South. The principal activity is the provision of a refuse disposal site for member Councils.

Movement in carrying value of investment		
Carrying value of investment at 1 July	1,979	2,058
Share of surplus for the year	133	586
Dividends from associate	-	(424)
Share of movement in reserves for the year	-	(241)
Amendment to share of surplus based on audited results	23	-
Carrying value of investment at 30 June	2,135	1,979
Share of accumulated surplus		
Share of accumulated surplus at 1 July	1,891	1,729
Share of surplus for the year	133	586
Dividends from associate	-	(424)
Amendment to share of surplus based on audited results	23	-
Share of accumulated surplus at 30 June	2,047	1,891
Share of reserves		
Share of reserves at 1 July	88	329
Share of reserves for the year	-	(241)
Share of reserves at 30 June	88	88
Share of Regional Landfill Clayton South		
Current assets	2,051	1,161
Non-current assets	1,128	1,271
Total assets	3,179	2,432
Current liabilities	886	304
Non-current liabilities	158	149
Total liabilities	1,044	453
Net assets	2,135	1,979
Revenue	1,881	2,079
Expenses	(1,748)	(1,493)
Surplus for the year	133	586

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 18 INVESTMENTS IN ASSOCIATES (CONTINUED)

(b) Interest in Whitehorse Manningham Regional Library Corporation

On 21 December 1995 Council's library operation was combined with the Regional Authority to form Whitehorse Manningham Regional Library Corporation (the Corporation). Council has a 60% interest (as per funding responsibilities) and a 71.92% (2011/12: 72.54%) economic entitlement in the net assets of the Corporation but does not have effective control, as both Whitehorse and Manningham councils possess the same voting rights on the board of management. The Corporation is established by agreement between the two participating councils. The principal activity of the Corporation is the lending of books and other materials.

	2013 $000	2012 $000
Movement in carrying value of investment		
Carrying value of investment at 1 July	3,868	4,369
Share of surplus (deficit) for the year	202	(553)
Change in share of economic entitlement	(33)	52
Amendment to share of surplus based on audited results	-	-
Carrying value of investment at 30 June	4,037	3,868
Share of accumulated surplus		
Share of accumulated surplus at 1 July	1,023	1,557
Share of surplus (deficit) for the year	202	(553)
Change in share of economic entitlement	(9)	19
Amendment to share of surplus based on audited results	-	-
Share of accumulated surplus at 30 June	1,216	1,023
Share of contributed capital		
Share of contributed capital at 1 July	2,845	2,812
Change in share of economic entitlement	(24)	33
Share of contributed capital at 30 June	2,821	2,845
Share of Whitehorse Manningham Regional Library Corporation		
Current assets	3,124	1,798
Non-current assets	3,858	4,942
Total assets	6,982	6,740
Current liabilities	2,846	2,794
Non-current liabilities	100	78
Total liabilities	2,946	2,872
Net assets	4,036	3,868
Revenue	6,927	7,654
Expenses	(6,725)	(8,207)
Surplus (deficit) for the year	202	(553)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 18 INVESTMENTS IN ASSOCIATES (CONTINUED)

(c) Interest in Narre Warren User Group

Council holds an interest of 48.88% (2011/12: 48.88%) in Narre Warren User Group (NWUG). The principal activity of NWUG is to monitor the closed regional landfill that was previously used by Council. Contributions by Council to NWUG during the period totalled nil (2011/12: nil). Council holds the cash investment for NWUG and surplus is generated from the interest less site monitoring costs.

	2013 $000	2012 $000
Movement in carrying value of investment		
Carrying value of investment at 1 July	822	789
Share of surplus for the year	35	33
Carrying value of investment at 30 June	857	822

NOTE 19 PROPERTY, INFRASTRUCTURE, PLANT AND EQUIPMENT

(a) Property

Land		
At fair value - council valuation at 30 June 2013 (i)	1,048,343	-
At fair value - council valuation at 30 June 2010 (ii)	-	1,148,224
At cost	-	4,928
Total land - carrying amount	1,048,343	1,153,152
Buildings		
At fair value - council valuation at 30 June 2013 (i)	399,190	-
At fair value - council valuation at 30 June 2010 (ii)	-	330,118
Less: accumulated depreciation	(171,420)	(138,949)
At fair value - carrying amount	227,770	191,169
At cost	-	15,541
Less: accumulated depreciation	-	(144)
At cost - carrying amount	-	15,397
Total buildings - carrying amount	227,770	206,566
Total property - carrying amount	1,276,113	1,359,718

(i) The 30 June 2013 valuation of land and buildings was a fair value review based on market value and depreciated replacement cost. This valuation was supervised by Council's Manager of Property and Rates, Mr Tony Peak AAPI Certified Practising Valuer. It should be noted that properties with special use or recreational zonings attracted a land value discount within the range of 15% to 25%.

(ii) The 30 June 2010 valuation of land and buildings was a fair value review based on market value and depreciated replacement cost. This valuation was supervised by Council's Manager of Property and Rates, Mr Tony Peak AAPI Certified Practising Valuer. It should be noted that properties with special use or recreational zonings attracted a land value discount within the range of 15% to 25%.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 19 PROPERTY, INFRASTRUCTURE, PLANT AND EQUIPMENT (CONTINUED)

(b) Infrastructure

Roads
Roads comprise of the following asset categories: road substructures, road seals, footpaths, kerbs and channels and other road assets.

	2013 $'000	2012 $'000
Road substructures		
At fair value - council valuation at 30 June 2013 (iii)	122,244	-
At fair value - council valuation at 30 June 2010 (iv)	-	113,747
Less: accumulated depreciation	(36,162)	(33,275)
At fair value - carrying amount	86,082	80,472
At cost	-	1,989
Less: accumulated depreciation	-	(7)
At cost - carrying amount	-	1,982
Total road substructure - carrying amount	86,082	82,454
Road seals		
At fair value - council valuation at 30 June 2013 (iii)	62,535	-
At fair value - council valuation at 30 June 2010 (iv)	-	59,832
Less: accumulated depreciation	(10,208)	(7,341)
At fair value - carrying amount	52,327	52,491
At cost	-	5,255
Less: accumulated depreciation	-	(131)
At cost - carrying amount	-	5,124
Total road seals - carrying amount	52,327	57,615
Footpaths		
At fair value - council valuation at 30 June 2013 (iii)	84,270	-
At fair value - council valuation at 30 June 2010 (iv)	-	82,181
Less: accumulated depreciation	(41,896)	(40,057)
At fair value - carrying amount	42,374	42,124
At cost	-	4,829
Less: accumulated depreciation	-	(28)
At cost - carrying amount	-	4,801
Total footpaths - carrying amount	42,374	46,925
Kerbs and channels		
At fair value - council valuation at 30 June 2013 (iii)	84,836	-
At fair value - council valuation at 30 June 2010 (iv)	-	82,622
Less: accumulated depreciation	(27,514)	(26,086)
At fair value - carrying amount	57,322	56,536
At cost	-	263
Less: accumulated depreciation	-	(2)
At cost - carrying amount	-	261
Total kerbs and channels - carrying amount	57,322	56,797

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

		2013 $'000	2012 $'000
NOTE 19	PROPERTY, INFRASTRUCTURE, PLANT AND EQUIPMENT (CONTINUED)		
	(b) Infrastructure (continued)		
	Other road assets		
	At fair value - council valuation at 30 June 2013 (iii)	30,139	-
	At fair value - council valuation at 30 June 2010 (iv)	-	28,048
	Less: accumulated depreciation	(12,174)	(12,072)
	At fair value - carrying amount	17,965	15,976
	At cost	-	1,242
	Less: accumulated depreciation	-	(11)
	At cost - carrying amount	-	1,231
	Total other road assets - carrying amount	17,965	17,207
	Total roads		
	At fair value - carrying amount	256,070	247,599
	At cost - carrying amount	-	13,399
	Total roads - carrying amount	256,070	260,998
	Drainage		
	At fair value - council valuation at 30 June 2011 (v)	212,284	212,284
	Less: accumulated depreciation	(94,396)	(92,271)
	At fair value - carrying amount	117,888	120,013
	At cost	6,726	3,435
	Less: accumulated depreciation	(38)	(3)
	At cost - carrying amount	6,688	3,432
	Total drainage - carrying amount	124,576	123,445
	Land improvements		
	At cost	123,541	120,130
	Less: accumulated depreciation	(28,688)	(26,344)
	Total land improvements - carrying amount	94,853	93,786
	Total infrastructure - carrying amount	475,499	478,229

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 19 PROPERTY, INFRASTRUCTURE, PLANT AND EQUIPMENT (CONTINUED)

(b) Infrastructure (continued)

(iii) The 30 June 2013 valuation of roads at written down replacement cost (which included pavement, substructure, kerb and channel, footpaths and traffic management devices) was undertaken by Council's Manager of Engineering and Environmental Services, Mr Ian Goodes Dip CE, Grad Dip Mun. Eng. and Man., MIE Aust, CPEng. It should be noted that in calculating the written down replacement cost of roads that valuations of infrastructure assets were made using a greenfields assumption, that is destruction costs of existing assets and site restoration costs are excluded.

(iv) The 30 June 2010 valuation of roads at written down replacement cost (which included pavement, substructure, kerb and channel, footpaths and traffic management devices) was undertaken by Council's Manager of Engineering and Environmental Services, Mr Ian Goodes Dip CE, Grad Dip Mun. Eng. and Man., MIE Aust, CPEng. It should be noted that in calculating the written down replacement cost of roads that valuations of infrastructure assets were made using a greenfields assumption, that is destruction costs of existing assets and site restoration costs are excluded.

(v) The 30 June 2011 valuation of drainage at written down replacement cost was undertaken by Council's Manager of Engineering and Environmental Services, Mr Ian Goodes Dip CE, Grad Dip Mun. Eng. and Man., MIE Aust, CPEng. It should be noted that in calculating the written down replacement cost of drainage that valuations of infrastructure assets were made using a greenfields assumption, that is destruction costs of existing assets and site restoration costs are excluded.

	2013 $'000	2012 $'000
(c) Plant and equipment		
Plant and machinery		
At cost	14,434	13,224
Less: accumulated depreciation	(5,942)	(5,371)
Total plant and machinery - carrying amount	8,492	7,853
Equipment, furniture and fittings		
At cost	34,816	33,248
Less: accumulated depreciation	(25,505)	(22,872)
Total equipment, furniture and fittings - carrying amount	9,311	10,376
Other structures		
At cost	17,639	15,192
Less: accumulated depreciation	(9,531)	(8,673)
Total other structures - carrying amount	8,108	6,519
Art collection		
At cost	2,612	2,569
Less: accumulated depreciation	(188)	(160)
Total art collection - carrying amount	2,424	2,409
Total plant and equipment - carrying amount	28,335	27,157
(d) Works in progress		
At cost	26,485	11,220
Total property, infrastructure, plant and equipment - carrying amount	1,806,432	1,876,324

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 19 PROPERTY, INFRASTRUCTURE, PLANT AND EQUIPMENT (CONTINUED)

2013	Balance at 1 July 2012 $'000	Acquisitions and Additions $'000	Disposals $'000	Depreciation $'000	Revaluations: increments (decrements) $'000	Non-capital items expensed $'000	Transfers in $'000	Transfers out $'000	Balance at 30 June 2013 $'000
Property									
Land	1,153,152	3,897	(1,975)	-	(106,731)	-	-	-	1,048,343
Buildings	206,566	5,940	(729)	(4,669)	18,460	-	2,202	-	227,770
Total property	1,359,718	9,837	(2,704)	(4,669)	(88,271)	-	2,202	-	1,276,113
Infrastructure									
Roads	260,998	9,155	-	(5,563)	(10,087)	-	1,567	-	256,070
Drainage	123,445	2,934	-	(2,161)	-	-	358	-	124,576
Land improvements	93,786	3,281	-	(2,344)	-	-	130	-	94,853
Total infrastructure	478,229	15,370	-	(10,068)	(10,087)	-	2,055	-	475,499
Plant and equipment									
Plant and machinery	7,853	3,470	(1,251)	(1,652)	-	-	72	-	8,492
Equipment, furniture and fittings	10,376	1,857	(1)	(2,921)	-	-	-	-	9,311
Other structures	6,519	381	(6)	(862)	-	-	2,076	-	8,108
Art collection	2,409	43	-	(28)	-	-	-	-	2,424
Total plant and equipment	27,157	5,751	(1,258)	(5,463)	-	-	2,148	-	28,335
Works in progress									
Buildings	5,967	20,371	-	-	-	-	-	(2,430)	23,908
Roads	146	872	-	-	-	-	-	(146)	872
Drainage	358	49	-	-	-	-	-	(358)	49
Land improvements	1,985	348	-	-	-	-	-	(1,623)	710
Equipment, furniture and fittings	904	-	-	-	-	-	-	-	904
Other structures	1,860	30	-	-	-	-	-	(1,848)	42
Total works in progress	11,220	21,670	-	-	-	-	-	(6,405)	26,485
Total property, infrastructure, plant and equipment - carrying amount	1,876,324	52,628	(3,962)	(20,200)	(98,358)	-	6,405	(6,405)	1,806,432

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 19 PROPERTY, INFRASTRUCTURE, PLANT AND EQUIPMENT (CONTINUED)

2012	Balance at 1 July 2011 $'000	Acquisitions and Additions $'000	Disposals $'000	Depreciation $'000	Revaluations: increments (decrements) $'000	Non-capital items expensed $'000	Transfers in $'000	Transfers out $'000	Balance at 30 June 2012 $'000
Property									
Land	1,149,787	3,371	(6)	-	-	-	-	-	1,153,152
Buildings	211,264	5,700	(6,650)	(4,801)	-	-	1,053	-	206,566
Total property	1,361,051	9,071	(6,656)	(4,801)	-	-	1,053	-	1,359,718
Infrastructure									
Roads	259,269	7,103	-	(5,421)	-	-	47	-	260,998
Drainage	122,133	3,347	-	(2,123)	-	-	88	-	123,445
Land improvements	94,698	1,382	-	(2,307)	-	-	13	-	93,786
Total infrastructure	476,100	11,832	-	(9,851)	-	-	148	-	478,229
Plant and equipment									
Plant and machinery	7,305	3,264	(1,209)	(1,507)	-	-	-	-	7,853
Equipment, furniture and fittings	11,702	1,477	-	(3,001)	-	-	198	-	10,376
Other structures	7,024	381	-	(886)	-	-	-	-	6,519
Art collection	2,387	49	-	(27)	-	-	-	-	2,409
Total plant and equipment	28,418	5,171	(1,209)	(5,421)	-	-	198	-	27,157
Works in progress									
Buildings	2,851	4,500	-	-	-	(331)	-	(1,053)	5,967
Roads	175	88	-	-	-	(68)	-	(47)	146
Drainage	50	308	-	-	-	88	-	(88)	358
Land improvements	214	1,897	-	-	-	(113)	-	(13)	1,985
Equipment, furniture and fittings	777	339	-	-	-	(14)	-	(198)	904
Other structures	-	1,860	-	-	-	-	-	-	1,860
Total works in progress	4,067	8,990	-	-	-	(438)	-	(1,399)	11,220
Total property, infrastructure, plant and equipment - carrying amount	1,869,636	35,064	(7,865)	(20,073)	-	(438)	1,399	(1,399)	1,876,324

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

		2013 $'000	2012 $'000
NOTE 20	**TRADE AND OTHER PAYABLES**		
	Trade creditors and accruals	18,078	14,364
	Vision Super Defined Benefit Scheme call (WMRLC)*	-	914
	Total trade and other payables	18,078	15,278

* Council is required to contribute the funding shortfall of Vision Super Defined Benefit Scheme fund for Whitehorse City Council's staff employed by the Whitehorse Manningham Regional Library Corporation (WMRLC). Council is paying it's contribution in July 2013.

NOTE 21	**TRUST FUNDS AND DEPOSITS**		
	Trust funds and deposits:		
	Narre Warren User Group	1,753	1,683
	Nunawading Swimming Club	148	-
	Deposits for asset protection	2,640	2,623
	Other deposits	821	903
	Total trust funds and deposits	5,362	5,209
NOTE 22	**INTEREST BEARING LOANS AND BORROWINGS**		
	Current		
	Loans and borrowings - secured	304	279
	Total interest bearing loans and borrowings - current	304	279
	Non-current		
	Loans and borrowings - secured	1,508	1,813
	Total interest bearing loans and borrowings - non-current	1,508	1,813
	The maturity profile for Council's borowings is:		
	Not later than one year	304	279
	Later than one year and not later than five years	1,508	1,387
	Later than five years	-	426
	Total	1,812	2,092
NOTE 23	**EMPLOYEE PROVISIONS**		
	Current		
	Annual leave	4,651	4,306
	Long service leave	7,907	7,065
	Vision Super Defined Benefit Scheme Fund - unfunded liability call*	-	10,386
	Total employee provisions - current	12,558	21,757
	Non-current		
	Long service leave	751	717
	Total employee provisions - non-current	751	717

* The Vision Super Local Authorities Superannuation Defined Benefits Scheme unfunded liability call of $9.779m was paid in August 2012 in order to receive an early payment discount of $0.607m

The following assumptions were adopted in measuring the present value of employee provisions:

Weighted average increase in employee costs	3.75%	4.00%
Weighted average discount rates	3.79	3.06
Weighted average settlement period	7 years	7 years

NOTE 23 EMPLOYEE PROVISIONS (CONTINUED)

Superannuation

Council makes the majority of its employer superannuation contributions in respect of its employees to the Local Authorities Superannuation Fund (the Fund). This Fund has two categories of membership, accumulation and defined benefit, each of which is funded differently. The defined benefit section provides lump sum benefits based on years of service and final average salary. The defined contribution section receives fixed contributions from Council and the Council's legal or constructive obligation is limited to these contributions.

Obligations for contributions to the Fund are recognised as an expense in Comprehensive Operating Statement when they are due.

Accumulation

The Fund's accumulation category, Vision Super Saver, receives both employer and employee contributions on a progressive basis. Employer contributions are normally based on a fixed percentage of employee earnings (for the year ended 30 June 2013, this was 9% required under Superannuation Guarantee legislation). No further liability accrues to the employer as the superannuation benefits accruing to employees are represented by their share of the net assets of the Fund. Effective from 1 July 2013, the Superannuation Guarantee contribution rate will increase to 9.25%, and will progressively increase to 12% by 2019.

Defined Benefit

The Fund's Defined Benefit category is a multi-employer sponsored plan. As the Fund's assets and liabilities are pooled and are not allocated to each employer, the Actuary is unable to allocate benefit liabilities, assets and costs between employers. As provided under Paragraph 32(b) of AASB 119, Council does not use defined benefit accounting for these defined benefit obligations.

Council makes employer contributions to the defined benefit category of the Fund at rates determined by the Trustee on the advice of the Fund's Actuary. On the basis of the results of the most recent full actuarial investigation conducted by the Fund's Actuary as at 31 December 2011, Council makes employer contributions to the Fund's Defined Benefit category at rates determined by the Fund's Trustee. This rate is currently 9.25% of members' salaries (9.25% in 2011/12).

In addition, Council reimburses the Fund to cover the excess of the benefits paid as a consequence of retrenchment above the funded resignation or retirement benefit (the funded resignation or retirement benefit is calculated as the VBI multiplied by the benefit).

Council is also required to make additional contributions to cover the contribution tax payable on the contributions referred to above.

Employees are also required to makes member contributions to the Fund. As such, assets accumulate in the Fund to meet member benefits, as defined in the Trust Deed, as they accrue.

Shortfall amounts

The Local Authorities Superannuation Fund's latest actuarial investigation as at 31 December 2011 identified an unfunded liability of $406 million (plus contributions tax of $72m) in the defined benefit category of which Council is a contributing employer. Council was made aware of the expected shortfall during the 2011/12 year and was informed of its share of the shortfall on 2 August 2012. Council has not been advised of any further adjustments.

The projected value of Council's contribution to the shortfall at 30 June 2012 (excluding contributions tax) amounted to $10.386m which was accounted for in the 2011/12 Comprehensive Operating Statement within Employee Benefits (see Note 8) and in the Balance Sheet in Current Liabilities Provisions (see Note 23). Council received an early payment discount of $0.607m and this has been accounted for in the 2012/13 Comprehensive Operating Statement within Employee Benefits (see Note 4) and in the Balance Sheet in Current Liabilities Provisions (see Note 23)

The Fund surplus or deficit (ie the difference between fund assets and liabilities) is calculated differently for funding purposes (i.e. calculating required contributions) and for the calculation of accrued benefits as required in AAS 25 to provide the values needed for the AASB 119 disclosure in Council's financial statements. AAS 25 requires that the present value of the defined benefit liability be calculated based on benefits that have accrued in respect of membership of the plan up to the measurement date, with no allowance for future benefits that may accrue.

The amount of the unpaid shortfall at 30 June 2013 is nil ($10.386m for 2011/12). This unpaid amount is included in the Balance Sheet in Current Liabilities Provisions (see Note 23).

NOTE 23 EMPLOYEE PROVISIONS (CONTINUED)

Superannuation (continued)

Accrued benefits

The Fund's liability for accrued benefits was determined in the 31 December 2011 actuarial investigation pursuant to the requirements of Australian Accounting Standard Board AAS25 follows:

	31-Dec-11 $'000
Net Market Value of Assets	4,315,324
Accrued Benefits (per accounting standards)	4,642,133
Difference between Assets and Accrued Benefits	(326,809)
Vested Benefits (Minimum sum which must be paid to members when they leave the fund)	4,838,503

The financial assumptions used to calculate the Accrued Benefits for the defined benefit category of the Fund were:

Net investment return	7.50% p.a.
Salary inflation	4.25% p.a.
Price inflation	2.75% p.a.

Superannuation Contributions

Contributions by Council (excluding any unfunded liability payments) to the above superannuation plans for the financial year ended 30 June 2013 are detailed below:

Scheme	Type of scheme	Rate	2013 $'000	2012 $'000
Vision Super	Defined Benefits	9.25%	528	514
Vision Super	Accumulation Plan	9.00%	2,663	2,364
AMP	Accumulation Plan	9.00%	38	29
Hesta	Accumulation Plan	9.00%	189	157
Cbus	Accumulation Plan	9.00%	40	37
Other	Accumulation Plan	9.00%	763	567
Total			4,221	3,668

There were $0.354m in contributions payable and no loans issued from or to the above schemes as at 30 June 2013.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

		2013 $'000	2012 $'000
NOTE 24	**ACCUMULATED SURPLUS AND RESERVES**		
	(a) Accumulated surplus		
	Accumulated surplus at 1 July	651,522	654,387
	Surplus for the year	18,883	(1,221)
	Transfers from other reserves	29,145	2,606
	Transfers to other reserves	(12,536)	(4,250)
	Accumulated surplus at 30 June	687,014	651,522
	(b) Asset revaluation reserve		
	Asset revaluation reserve at 1 July	1,228,638	1,228,638
	Revaluation of property, infrastructure, plant and equipment	(98,358)	-
	Asset revaluation reserve at 30 June	1,130,280	1,228,638
	Breakdown by asset class		
	Land	817,483	924,214
	Buildings	140,964	122,504
	Roads	91,068	101,155
	Drainage	61,292	61,292
	Land Improvements	14,077	14,077
	Plant and machinery	2,070	2,070
	Equipment, furniture and fittings	737	737
	Other structures	729	729
	Art collection	597	597
	Regional Landfill Clayton South	1,263	1,263
	Asset revaluation reserve	1,130,280	1,228,638

This reserve is used to record increments and decrements on the revaluation of non-current assets, as described in Note 1(g). Refer to Note 19 for movement in property, infrastructure, plant and equipment by asset class, including revaluations.

	(c) Other reserves		
	(i) Public open space reserve		
	Balance at 1 July	3,766	3,458
	Transfer from accumulated surplus	1,359	1,412
	Transfer to accumulated surplus	(935)	(1,104)
	Balance at 30 June	4,190	3,766
	(ii) Public open space reserve - land acquisitions		
	Balance at 1 July	847	224
	Transfer from accumulated surplus	1,784	1,826
	Transfer to accumulated surplus	(1,104)	(1,203)
	Balance at 30 June	1,527	847
	(iii) Council development reserve		
	Balance at 1 July	28,905	28,997
	Transfer from accumulated surplus	8,000	-
	Transfer to accumulated surplus	(17,826)	(92)
	Balance at 30 June	19,079	28,905

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

		2013 $'000	2012 $'000
NOTE 24	ACCUMULATED SURPLUS AND RESERVES (CONTINUED)		
	(c) Other reserves (continued)		
	(iv) Aged care reserve		
	Balance at 1 July	17,957	17,152
	Transfer from accumulated surplus	952	1,012
	Transfer to accumulated surplus	(9,280)	(207)
	Balance at 30 June	9,629	17,957
	(v) Car parking in lieu reserve		
	Balance at 1 July	34	34
	Balance at 30 June	34	34
	(vi) Art collection reserve		
	Balance at 1 July	3	3
	Balance at 30 June	3	3
	(vii) Waste management reserve		
	Balance at 1 July	-	-
	Transfer from accumulated surplus	441	-
	Balance at 30 June	441	-
	Total other reserves	34,903	51,512

(i) Public open space reserve
This reserve comprises funds collected from contributions to public open space made by developers. The funds in this reserve are restricted for expenditure on public open space.

(ii) Public open space reserve - land acquisitions
This reserve comprises funds collected from contributions to public open space made by developers. The funds in this reserve are restricted for expenditure on public open space, specifically land acquisitions. Interest income generated from the reserve is to be reinvested back into the reserve.

(iii) Council development reserve
This reserve is used for funding capital works programs and for proceeds from sale of assets no longer required by Council. The funds in this reserve are required to be expended in accordance with the reserve governing principles established by Council.

(iv) Aged care reserve
This reserve holds in trust the net proceeds secured from the sale as a "going concern" of Council's residential aged care facilities. Access to this reserve must have a legitimate relevance to the aged and disability related groups and must be consistent with the healthy positive ageing strategy adopted by Council in 2005/06. Interest income generated from the reserve is to be reinvested back into the reserve.

(v) Car parking in lieu reserve
This reserve comprises funds provided by developers instead of providing car parking. The funds from this reserve are restricted for expenditure on car parking.

(vi) Art collection reserve
This reserve was established by Council in 2002/03 for the purpose of de-accessioning unwanted art works and for future purchases of art works.

(vii) Waste management reserve
This reserve represents the difference between the federal government announced carbon tax per tonne and the actual price charged by independent landfill operators during the year. This is a prudent measure in response to short to medium term price uncertainty.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

		2013 $'000	2012 $'000
NOTE 25	**RECONCILIATION OF CASH FLOWS FROM OPERATING ACTIVITIES**		
	Surplus/(deficit) for the year	18,883	(1,221)
	Adjustments for:		
	Contributions - non-monetary (Note 5(b))	(3,582)	(3,712)
	Grants and subsidies - non-recurrent (inclusive of GST)	(1,634)	(3,937)
	Contributions - monetary (inclusive of GST)	(85)	(390)
	Depreciation (Note 10)	20,200	20,073
	Net loss on disposal of property, infrastructure, plant and equipment (Note 13)	(1,432)	6,539
	Share of net (gain)/loss of associates (Note 14)	(360)	123
		31,990	17,475
	Change in assets and liabilities		
	Change in trade and other receivables	(1,178)	250
	Change in other current assets	1,055	(410)
	Change in trade and other payables	2,967	3,239
	Change in trust funds and deposits	153	464
	Change in employee provisions	(9,165)	11,250
	Net cash provided by operating activities	25,822	32,268
NOTE 26	**FINANCING ARRANGEMENTS**		
	Bank overdraft facility	1,100	1,100
	Used facilities	-	-
	Unused facilities	1,100	1,100
NOTE 27	**RESTRICTED ASSETS**		
	Statutory		
	Public open space reserve	5,717	4,613
	Car parking in lieu reserve	34	34
		5,751	4,647
	Council Resolution		
	Long service leave*	8,227	7,372
	Aged care reserve	9,629	17,957
	Community development reserve	19,079	28,905
		36,935	54,234
	Other		
	Narre Warren User Group	1,753	1,683
	Nunawading Swimming Club	148	-
		1,901	1,683
	Total restricted assets	44,587	60,564

* The new *Local Government (Long Service Leave) Regulations 2012* no longer contain a requirement to establish or maintain a "Long Service Leave Account" or record the funds as a restricted asset. Council continues to account for these funds separately so as to clearly identify and provide for future obligations.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 28 COMMITMENTS

Council has entered into the following commitments.

2013	Less than 1 year $'000	1 year and not later than 2 years $'000	Between 2 - 5 years $'000	More than 5 years $'000	Total $'000
External service providers					
Street sweeping	890	1,874	2,527	-	5,291
Community programs	406	664	-	-	1,070
Tree pruning	1,159	991	-	-	2,150
Cleaning of Council buildings	312	489	271	-	1,072
Maintenance of Council assets	746	710	-	-	1,456
Professional services	513	156	-	-	669
Total external service provider commitments	4,026	4,884	2,798	-	11,708
Capital					
Buildings	12,143	-	-	-	12,143
Roads and drainage	1,328	-	-	-	1,328
Equipment	193	30	-	-	223
Total capital commitments	13,664	30	-	-	13,694

2012	Less than 1 year $'000	1 year and not later than 2 years $'000	Between 2 - 5 years $'000	More than 5 years $'000	Total $'000
External service providers					
Street sweeping	860	1,810	3,480	-	6,150
Community programs	-	-	-	-	-
Tree pruning	1,653	2,151	-	-	3,804
Cleaning of Council buildings	488	507	452	-	1,447
Maintenance of Council assets	708	185	-	-	893
Professional services	182	247	-	-	429
Total external service provider commitments	3,891	4,900	3,932	-	12,723
Capital					
Buildings	23,030	12,330	-	-	35,360
Roads and drainage	-	-	-	-	-
Equipment	173	172	-	-	345
Total capital commitments	23,203	12,502	-	-	35,705

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

	2013 $'000	2012 $'000
NOTE 29 OPERATING LEASES		
(a) Operating lease commitments		
At the reporting date, the Council had the following obligations under non-cancellable operating leases for the lease of equipment and land and buildings for use within Council's activities (these obligations are not recognised as liabilities):		
Not later than one year	238	361
Later than one year and not later than five years	275	158
Later than five years	40	-
	553	519
(b) Operating lease receivables		
The Council has entered into commercial property leases on its investment property, consisting of surplus freehold office complexes. These properties held under operating leases have remaining non-cancellable lease terms of between 1 and 10 years. Rental charge revisions of leases are made on a variety of bases including CPI , fixed percentage and fixed dollar amount.		
Future minimum rentals receivable under non-cancellable operating leases are as follows:		
Not later than one year	218	466
Later than one year and not later than five years	451	96
Later than five years	104	51
	773	613

NOTE 30 CONTINGENT LIABILITIES

(a) Guarantees of loans to other entities

Council has guaranteed bank loans for certain community bodies. Council's liability under its guarantee is listed below:

	Loan balance outstanding 2013 $'000	Loan guarantee limit 2013 $'000	Loan balance outstanding 2012 $'000	Loan guarantee limit 2012 $'000
Bluebell Hill Tennis Club	4	38	10	38
Vermont South Club	272	310	284	310
Vermont Sports Club	62	150	66	150
The Whitehorse Club	432	500	451	500
	770	998	811	998

(b) Arising from public liability

As a local authority with ownership of numerous parks, reserves, roads and other land holdings, Council regularly receives claims and demands allegedly arising from incidents which occur on land belonging to Council. There are a number of outstanding claims against Council in this regard. Council carries $400 million of public liability insurance and had an excess of $10,000 on this policy in 2012/13. Therefore, the maximum liability of Council in any single claim is the extent of its excess. The primary insurer is MAV Insurance. There are no claims of which Council is aware which would fall outside the terms of Council's policy.

NOTE 30 CONTINGENT LIABILITIES (CONTINUED)

(c) Arising from professional indemnity

As a local authority with statutory regulatory responsibilities, including the responsibility of issuing permits and approvals, Council receives claims and demands for damages allegedly arising from actions of Council or its officers. Council carries $300 million of professional indemnity insurance and had an excess of $10,000 on this policy in 2012/13. Therefore, the maximum liability of Council in any single claim is the extent of its excess. The primary insurer is MAV Insurance. There are no instances or claims of which Council is aware which would fall outside the terms of Council's policy.

(d) Arising from legal matters

Council is presently involved in several confidential legal matters, which are being conducted through Council's solicitors. As these matters are yet to be finalised, and the financial outcomes are unable to be reliably estimated, no allowance for these contingencies has been made in the financial report.

(e) Other contingent liabilities

Council has obligations under a defined benefit superannuation scheme that may result in the need to make additional contributions to the scheme to ensure that the liabilities of the fund are covered by the assets of the fund.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 31 FINANCIAL RISK MANAGEMENT

(a) Accounting policy, terms and conditions

	Note	Accounting policy	Terms and conditions
Financial assets			
Cash and cash equivalents	15	Investments are held to maximise interest returns of surplus cash. Cash at bank and on hand and the money market call account are valued at face value. Cash managed funds are measured at market value.	On call deposits returned a floating interest rate of between 2.85% and 3.60% (2011/12: 3.70% and 4.95%). The interest rate at balance date was 2.85% (2011/12: 3.70%).
		Interest income is recognised as it accrues.	Term deposits returned a fixed interest rate of between 3.85% and 5.90% (2011/12: 4.60% and 6.65%).
			No cash managed funds were held in 2012/13 or 2011/12.
Trade and other receivables	16	Receivables are carried at amortised cost using the effective interest method. A provision for doubtful debts is recognised when there is objective evidence that an impairment loss has occurred. Collectability of overdue accounts is assessed on an ongoing basis.	General debtors are unsecured. General debtors in arrears attract an interest rate of 10.5% (2011/12: 10.5%). Credit terms are based on 30 days.
		For the purpose of this note, rates debtors and parking debtors are excluded as they are not considered financial instruments.	
Financial liabilities			
Trade and other payables	20	Liabilities are recognised for amounts to be paid in the future for goods and services provided to Council as at balance date whether or not invoices have been received.	General creditors are unsecured, not subject to interest charges and are normally settled within 30 days of invoice date.
Interest bearing loans and borrowings	22	Loans are carried at their principal amounts, which represent the present value of future cash flows associated with servicing the debt. Interest is accrued over the period it becomes due and recognised as part of payables.	Borrowings are secured by way of mortgages over the general rates of Council. The fixed interest rate on borrowings is 8.49% (2011/12: 8.49%).
Bank overdraft		Overdrafts are recognised at the principal amount. Interest is charged as an expense as it accrues.	The overdraft is subject to annual review. It is secured by a mortgage over Council's general rates and is repayable on demand. The interest rate on the bank overdraft facility was between 8.22% and 8.87% (2011/12: 8.87% and 9.76%) No interest was incurred in the current or the prior year as the bank overdraft facility was not used.

NOTE 31 FINANCIAL RISK MANAGEMENT (CONTINUED)

(b) Risks and mitigation

The risks associated with our main financial instruments and our policies for minimising these risks are detailed below.

Credit risk

Credit risk is the risk that a contracting entity will not complete its obligations under a financial instrument and cause us to make a financial loss. We have exposure to credit risk on some financial assets included in our Balance Sheet.

To help manage this risk:
- we have a policy for establishing credit limits for the entities we deal with;
- we may require collateral where appropriate; and
- we only invest surplus funds with financial institutions which have a recognised credit rating specified in our investment policy.

Trade and other receivables consist of a large number of customers, spread across the consumer, business and government sectors. Credit risk associated with Council's financial assets is minimal because the main debtor is the Victorian Government. Apart from the Victorian Government we do not have any significant credit risk exposure to a single customer or groups of customers. Ongoing credit evaluation is performed on the financial condition of our customers and, where appropriate, an allowance for doubtful debts is raised.

We may also be subject to credit risk for transactions which are not included in the Balance Sheet, such as when we provide a guarantee for another party. Details of our contingent liabilities are disclosed in Note 30.

Liquidity risk

Liquidity risk includes the risk that, as a result of our operational liquidity requirements:
- we will not have sufficient funds to settle a transaction on the date;
- we will be forced to sell financial assets at a value which is less than what they are worth; or
- we may be unable to settle or recover financial assets at all.

To help reduce these risks we:
- have a liquidity policy which targets a minimum and average level of cash and cash equivalents to be maintained;
- have readily accessible standby facilities and other funding arrangements in place;
- monitor budget to actual performance on a regular basis; and
- have a liquidity portfolio structure that requires surplus funds to be invested within various bands of liquid instruments;

- set limits on borrowings relating to the percentage of loans to rate revenue and percentage of loan principal repayments to rate revenue.

Council's exposure to liquidity risk is deemed insignificant based on prior periods' data and current assessment of risk.

Market risk

Market risk is the risk that the fair value or future cash flows of our financial instruments will fluctuate because of changes in market prices. Council's exposures to market risk are primarily through interest rate risk with only insignificant exposure to other price risks and no exposure to foreign currency risk. Components of market risk to which we are exposed are discussed below.

Interest rate risk

Interest rate risk refers to the risk that the value of a financial instrument or cash flows associated with the instrument will fluctuate due to changes in market interest rates. Interest rate risk arises from interest bearing financial assets and liabilities that we use. Non derivative interest bearing assets are predominantly short term liquid assets. Our interest rate liability risk arises primarily from long term loans and borrowings at fixed rates which exposes us to fair value interest rate risk.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 31 FINANCIAL RISK MANAGEMENT (CONTINUED)

(b) Risks and mitigation (continued)

Our loan borrowings are sourced from major Australian banks by a tender process. Finance leases are sourced from major Australian financial institutions. Overdrafts are arranged with major Australian banks. We manage interest rate risk on our net debt portfolio by:
- ensuring access to diverse sources of funding;
- reducing risks of refinancing by managing in accordance with target maturity profiles; and
- setting prudential limits on interest repayments as a percentage of rate revenue.

We manage the interest rate exposure on our debt portfolio by appropriate budgeting strategies and obtaining approval for borrowings from the Department of Planning and Community Development each year.

Investment of surplus funds is made with approved financial institutions under the *Local Government Act (1989)*.
We manage interest rate risk by adopting an investment policy that ensures:
- conformity with state and federal regulations and standards,
- capital protection,
- appropriate liquidity,
- diversification by credit rating, financial institution and investment product,
- monitoring of return on investment,
- benchmarking of returns and comparison with budget.

Maturity will be staggered to provide for interest rate variations and to minimise interest rate risk.

NOTE 31 FINANCIAL RISK MANAGEMENT (CONTINUED)

(c) Credit risk

The maximum exposure to credit risk at balance date in relation to each class of recognised financial assets is represented by the carrying amount of those assets as indicated in the Balance Sheet.

Ageing of trade and other receivables

At balance date, none of Council's loans and advances were past due (2011/12: nil). Other debtors relate to a number of independent customers for whom there is no recent history of default. The ageing of Council's other debtors at the reporting date was:

	2013 $'000	2012 $'000
Current (not yet due)	5,211	3,867
30-60 days	236	639
61-90 days	31	33
Over 90 days	133	183
Other debtors	5,611	4,722

Ageing of individually impaired trade and other receivables

At balance date, other debtors representing financial assets with a nominal value of $56,000 (2011/12: $77,000) were impaired. The amount of the provision raised against these debtors was $56,000 (2011/12: $77,000). The individually impaired debtors have been impaired as a result of their doubtful collection. Many of the long outstanding past due amounts have been lodged with Council's debt collectors or are on payment arrangements.

The ageing of other debtors that have been individually determined as impaired at reporting date was:

	2013 $'000	2012 $'000
Current (not yet due)	-	-
30-60 days	-	-
61-90 days	-	-
Over 90 days	56	77
Provision for doubtful debts - other debtors	56	77

Movement in provision for doubtful debts - other debtors

	2013 $'000	2012 $'000
Balance at 1 July	77	61
New provisions recognised during the year	8	49
Amounts already provided for and written off as uncollectible	(14)	(28)
Amounts provided for but recovered during the year	(15)	(5)
Balance at 30 June	56	77

NOTE 31 FINANCIAL RISK MANAGEMENT (CONTINUED)

(d) Liquidity risk

The table below lists the contractual maturities for financial liabilities. These amounts represent undiscounted gross payments including both principal and interest amounts.

	6 mths or less $'000	6 - 12 months $'000	1 - 2 years $'000	2 - 5 years $'000	> 5 years $'000	Contracted cash flow $'000	Carrying amount $'000
2013							
Trade and other payables	18,078	-	-	-	-	18,078	18,078
Trust funds and deposits	5,362	-	-	-	-	5,362	5,362
Interest bearing loans and borrowings	223	223	446	1,338	-	2,230	1,812
Total financial liabilities	23,663	223	446	1,338	-	25,670	25,252
2012							
Trade and other payables	14,364	914	-	-	-	15,278	15,278
Trust funds and deposits	5,209	-	-	-	-	5,209	5,209
Interest bearing loans and borrowings	223	223	446	1,338	446	2,676	2,092
Employee Costs (Vision Super Call)	10,386	-	-	-	-	10,386	10,386
Total financial liabilities	30,182	1,137	446	1,338	446	33,549	32,965

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 31 FINANCIAL RISK MANAGEMENT (CONTINUED)

(e) Interest rate risk

The exposure to interest rate risk and the effective interest rates of financial assets and financial liabilities, both recognised and unrecognised, at balance date are as follows:

		Fixed interest maturing in:				
	Floating interest rate $'000	1 year or less $'000	Over 1 to 5 years $'000	More than 5 years $'000	Non-interest bearing $'000	Total $'000
2013						
Financial assets						
Cash and cash equivalents	2,207	33,574	-	-	-	35,781
Other financial assets	-	15,703	16,400	-	-	32,103
Trade and other receivables	-	-	-	-	5,601	5,601
Total financial assets	2,207	49,277	16,400	-	5,601	73,485
Weighted average interest rate	3.35%	4.85%				
Financial liabilities						
Trade and other payables	-	-	-	-	18,078	18,078
Trust funds and deposits	-	-	-	-	5,362	5,362
Interest bearing loans and borrowings	-	304	1,508	-	-	1,812
Total financial liabilities	-	304	1,508	-	23,440	25,252
Weighted average interest rate		8.49%	8.49%	8.49%		
Net financial assets (liabilities)	2,207	48,973	14,892	-	(17,839)	48,233
2012						
Financial assets						
Cash and cash equivalents	3,919	57,000	-	-	-	60,919
Other financial assets	-	23,521	-	-	-	23,521
Trade and other receivables	-	-	-	-	4,691	4,691
Total financial assets	3,919	80,521	-	-	4,691	89,131
Weighted average interest rate	4.75%	5.82%				
Financial liabilities						
Trade and other payables	-	914	-	-	14,364	15,278
Trust funds and deposits	-	-	-	-	5,209	5,209
Interest bearing loans and borrowings	-	279	1,387	426	-	2,092
Employee Costs (Vision Super Call)	-	10,386	-	-	-	10,386
Total financial liabilities	-	11,579	1,387	426	19,573	32,965
Weighted average interest rate		8.49%	8.49%	8.49%		
Net financial assets (liabilities)	3,919	68,942	(1,387)	(426)	(14,882)	56,166

NOTE 31 FINANCIAL RISK MANAGEMENT (CONTINUED)

(e) Interest rate risk (continued)

Sensitivity disclosure analysis

Taking into account past performance, future expectations, economic forecasts and management's knowledge and experience of the financial markets, Council believes the following movements are 'reasonably possible' over the next 12 months (Base rates sourced from the Reserve Bank of Australia):

- A parallel shift of + 1% and -0.5% in market interest rates (AUD) from year-end rates of 2.75%.

The table below discloses the impact on surplus or deficit and equity for each category of financial instruments held by Council at year-end, if the above movements were to occur.

	Carrying amount subject to interest rate risk	-0.5% 50bp decrease		1% 100bp increase	
		Surplus	Equity	Surplus	Equity
	$'000	$'000	$'000	$'000	$'000
2013					
Cash and cash equivalents	35,781	(179)	(179)	358	358
Other financial assets	32,103	(161)	(161)	321	321
Total	67,884	(339)	(339)	679	679

	Carrying amount subject to interest rate risk	-0.5% 200bp decrease		1% 100bp increase	
		Surplus	Equity	Surplus	Equity
	$'000	$'000	$'000	$'000	$'000
2012					
Cash and cash equivalents	60,919	(305)	(305)	609	609
Other financial assets	23,521	(118)	(118)	235	235
Total	84,440	(422)	(422)	844	844

(f) Net fair values

The aggregate net fair values of financial assets and financial liabilities, both recognised and unrecognised, at balance date are as follows:

Financial instruments	Carrying amount		Net fair value	
	2013 $'000	2012 $'000	2013 $'000	2012 $'000
Financial assets carried at fair value	-	-	-	-
Financial assets carried at amortised cost				
Cash and cash equivalents	35,781	60,919	35,781	60,919
Other financial assets	32,103	23,521	32,103	23,521
Trade and other receivables	5,601	4,691	5,601	4,691
Total	73,485	89,131	73,485	89,131
Financial liabilities carried at fair value	-	-	-	-
Financial liabilities carried at amortised cost				
Trade and other payables	18,078	15,278	18,078	15,278
Total trust funds and deposits	5,362	5,209	5,362	5,209
Interest bearing loans and borrowings	1,812	2,092	1,812	2,092
Employee Costs (Vision Super Call)	-	10,386	-	10,386
Total	25,252	32,965	25,252	32,965

(g) Fair value hierarchy

There were no financial instruments carried at fair value at balance date.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 32 AUDITORS' REMUNERATION

	2013 $'000	2012 $'000
External audit fees - Victorian Auditor General	60	61
Internal audit fees - PricewaterhouseCoopers	167	136
	227	197

NOTE 33 SUBSEQUENT EVENTS

There were no material events occurring after balance date that require disclosure in the Financial Report.

NOTE 34 RELATED PARTIES

(a) Responsible Persons

The names of persons holding the position of a Responsible Person at Council at any time during the financial year are:

Councillors Pre election October 2012
Raylene Carr
Robert Chong AM
Philip Daw
Sharon Ellis
Helen Harris OAM
John Koutras
Mark Lane - Mayor from 6 December 2011 to 27 October 2012
Andrew Munroe
Bill Pemberton
Ben Stennett

Councillors Post election October 2012
Bill Bennett
Raylene Carr
Robert Chong AM
Andrew Davenport
Philip Daw
Sharon Ellis
Helen Harris OAM
Denise Massoud
Andrew Munroe - Mayor from 31 October 2012
Ben Stennett

Chief Executive Officer
Noelene Duff

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 34 RELATED PARTIES (CONTINUED)

(b) Remuneration of Responsible Persons

The number of Responsible Persons whose total remuneration, including superannuation, from Council fall within the following bands:

	2013 Number	2012 Number
Total remuneration range		
< $10,000	2	-
$10,000 - $19,999	3	-
$20,000 - $29,999	7	8
$50,000 - $59,999	-	1
$60,000 - $69,999	-	1
$70,000 - $99,999	1	-
$300,000 - $359,999	1	1
	14	11
Total remuneration for the reporting year of Responsible Persons included above amounted to:	$708,812	$691,234

Retirement benefits
No retirement benefits have been made by Council to a Responsible Person during the reporting year (2011/12: nil).

Loans
No loans have been made, guaranteed or secured by Council to a Responsible Person during the reporting year (2011/12: nil).

Other transactions
No transactions other than remuneration payments or the reimbursement of approved expenses were entered into by Council with Responsible Persons, or related parties of Responsible Persons during the reporting year (2011/12: nil).

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 34 RELATED PARTIES (CONTINUED)

(c) Remuneration of Senior Officers

A Senior Officer, other than a Responsible Person, is an officer of Council whose total annual remuneration exceeds $130,000, or if remuneration is less than $130,000 has management responsibilities and reports directly to the Chief Executive Officer.

The number of Senior Officers, other than Responsible Persons, whose total remuneration, including superannuation, from Council fall within the following bands:

	2013 Number	2012 Number
Total remuneration range		
< $130,000	2	3
$130,000 - $139,999	1	4
$140,000 - $149,999	5	2
$150,000 - $159,999	3	5
$160,000 - $169,999	4	2
$170,000 - $179,999	2	2
$180,000 - $189,999	1	-
$190,000 - $199,999	-	-
$200,000 - $209,999	-	1
$210,000 - $219,999	1	1
$220,000 - $229,999	1	1
$230,000 - $239,999	1	1
$240,000 - $249,999	1	-
	22	22
Total remuneration for the reporting year of Senior Officers included above amounted to	$3,653,788	$3,378,109

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 35 FUNCTIONS / ACTIVITIES OF THE MUNICIPALITY

Revenue and expenses (excluding internal recharges) have been attributed to the following functions/activities, descriptions of which are set out below.

2013	Executive		Treasury Services		Corporate Services		Human Services		City Development		Infrastructure		Total	
	Actual $'000	Budget $'000	Actual $'000	Budget $'000	Actual $'000	Budget $'000	Actual $'000	Budget $'000	Actual $'000	Budget $'000	Actual $'000	Budget $'000	Actual $'000	Budget $'000
Grants and subsidies			3,994	2,242	298	299	12,074	11,734	12	12	72	72	16,450	14,359
Other revenue	265	159	86,606	91,053	12,547	7,195	17,970	10,916	12,103	9,403	9,613	9,651	141,003	128,377
Revenue	265	159	90,600	93,295	12,845	7,494	30,044	22,650	12,115	9,415	9,685	9,723	157,453	142,736
% of Total	0.0%	0.0%	60.0%	63.0%	8.0%	5.0%	19.0%	20.4%	8.0%	6.3%	5.3%	6.5%	100.0%	100.0%
Expenses	5,222	5,475	20,350	22,374	19,057	18,421	45,670	45,668	24,371	26,353	24,219	25,624	139,889	143,914
% of Total	3.8%	4.0%	14.5%	15.5%	13.6%	13.0%	32.7%	32.0%	17.5%	18.0%	17.4%	18.0%	100.0%	100.0%
Net surplus (deficit)	(4,957)	(5,316)	70,250	70,921	(6,212)	(11,012)	(15,626)	(23,018)	(12,256)	(16,938)	(14,534)	(15,901)	17,564	4,822

2012	Executive		Treasury Services		Corporate Services		Human Services		City Development		Infrastructure		Total	
	Actual $'000	Budget $'000	Actual $'000	Budget $'000	Actual $'000	Budget $'000	Actual $'000	Budget $'000	Actual $'000	Budget $'000	Actual $'000	Budget $'000	Actual $'000	Budget $'000
Grants and subsidies			4,044	3,263	291	299	12,947	12,116	4		120	72	17,402	15,750
Other revenue	84	52	88,696	88,844	6,150	6,670	22,073	19,799	11,850	8,181	7,397	9,381	136,250	132,927
Revenue	84	52	92,740	92,771	6,441	6,969	35,020	31,915	11,854	8,181	7,517	9,453	153,652	148,677
% of Total	0.1%	0.0%	60.3%	62.4%	4.2%	4.6%	22.8%	21.5%	7.7%	5.5%	4.9%	6.4%	100.0%	100.0%
Expenses	5,903	6,053	20,630	21,233	25,279	14,669	45,301	45,455	23,782	24,849	22,763	24,903	143,658	137,162
% of Total	4.1%	4.4%	14.4%	15.5%	17.6%	10.7%	31.5%	33.1%	16.6%	18.1%	15.8%	18.2%	100.0%	100.0%
Net surplus (deficit)	(5,819)	(6,001)	72,110	71,538	(18,838)	(7,700)	(10,281)	(13,540)	(11,928)	(16,668)	(15,246)	(15,450)	9,994	11,515

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 35 FUNCTIONS/ACTIVITIES OF THE MUNICIPALITY (CONTINUED)

At balance date the activities of the municipality are categorised into the following broad functions:

Executive
The Executive area provides management and leadership of the organisation as well as liaison with ratepayers and residents of the city. It includes the office of the Chief Executive and administrative support for the Councillors. It provides support for formal Council functions, Governance and Communications. The division also provides support to Council and the community through its Civic Services and Customer Service Centres.

Treasury Services
The Treasury section details the movement of funds related to the Victoria Grants Commission, rate revenue, capital income, interest income and expenses, depreciation and sale of assets.

Corporate Services
Corporate Services provides the city with the Financial, Information Systems, Property and Rating tools necessary for effective management of its resources. The division has responsibility for the day to day management of the city's financial assets. This division also incorporates the Organisation Development department; managing the Human Resources, Occupational Health and Safety, and the Compliance department incorporating Local Laws, Traffic Management and Risk Management.

Human Services
Human Services division provides the delivery of human services to the ratepayers and residents. These services include Community Care, Parks and Recreation, Arts and Cultural facilities, Health and Family Services, and Leisure Services.

City Development
City Development provides the services of an essentially physical nature to the ratepayers and residents. These services include Engineering, Environmental Services, and Statutory Planning, Building Services and Business Development.

Infrastructure
Infrastructure is responsible for City Works, monitoring Capital Works, Parkswide, the Recycling and Waste Centre and management of the Council's plant and fleet.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 36 FINANCIAL RATIOS (PERFORMANCE INDICATORS)

	2013 $'000	2013 %	2012 $'000	2012 %	2011 $'000	2011 %
a) Debt servicing ratio						
Debt servicing costs / Total revenue	167 / 158,573 =	0.11%	190 / 142,321 =	0.13%	211 / 135,530 =	0.16%

This ratio identifies Council's capacity to service its outstanding debt. The ratio is expressed as the amount of debt servicing costs paid as a percentage of Council's total revenue. Debt servicing costs refer to the payment of interest on borrowings, finance lease interest and bank overdraft.

b) Debt commitment ratio						
Debt servicing and redemption costs / Rate revenue	447 / 85,216 =	0.52%	446 / 79,996 =	0.56%	446 / 73,160 =	0.61%

This ratio identifies Council's debt redemption strategy. The strategy involves the payment of loan principal and interest, and finance lease principal and interest. The ratio expresses the percentage of rate revenue utilised to pay interest and redeem debt principal.

c) Revenue ratio						
Rate revenue / Total revenue	85,216 / 158,573 =	53.74%	79,996 / 142,321 =	56.21%	73,160 / 135,530 =	53.98%

This ratio identifies Council's dependence on rate revenue. The level of Council's reliance on rate revenue is determined by assessing rate revenue as a proportion of Council's total revenue.

d) Debt exposure ratio						
Total liabilities / Total realisable assets	38,561 / 1,459,554 =	1 : 37.85	45,053 / 1,535,816 =	1 : 34.09	30,546 / 1,526,418 =	1 : 49.97

This ratio identifies Council's solvency and exposure to debt. For the purpose of calculating this ratio, realisable assets are those assets which can be sold and which are not subject to any restrictions on realisation or use. Land and buildings on Crown land, road and drainage infrastructure assets, restricted assets, investments in associates are excluded from total assets when calculating Council's realisable assets. The ratio expresses realisable assets for each dollar of liabilities.

e) Working capital ratio/liquidity ratio						
Current assets / Current liabilities	60,814 / 36,302 =	1.68 : 1	93,607 / 42,523 =	2.20 : 1	86,394 / 27,890 =	3.10 : 1

This ratio assesses Council's ability to meet current commitments. The ratio expresses the level of current assets Council has available to meet its current liabilities.

f) Adjusted working capital ratio/liquidity ratio						
Current assets / Adjusted current liabilities	60,814 / 28,395 =	2.14 : 1	93,607 / 35,458 =	2.64 : 1	86,394 / 21,217 =	4.07 : 1

This ratio assesses Council's ability to meet current commitments. The ratio expresses the level of current assets Council has available to meet its adjusted current liabilities. Adjusted current liabilities is calculated as current liabilities less the long service leave that is shown as a current liability as it is not likely to fall due within 12 months after the end of the period.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

NOTE 36 FINANCIAL RATIOS (PERFORMANCE INDICATORS) (CONTINUED)

	2013 $'000	2013 %	2012 $'000	2012 %	2011 $'000	2011 %
g) Underlying result						
Underlying surplus/(deficit)* / Underlying revenue	15,301 / 151,029 =	10.13%	(4,933) / 145,077 =	(3.40)%	6,140 / 134,966 =	4.55%

This is a measure of Council's surplus/(deficit) as a percentage of its revenue, adjusted for non-monetary developer contributions, significant one-off adjustments and proceeds from the sale of assets. Where a surplus is made, the higher the percentage, the stronger the result.

* The underlying deficit result for 2011/12 was due to the Vision Super Defined Benefit Scheme Unfunded Liability call of $11.3 million. Refer to Notes 20 & 23.

h) Indebtedness

Non-current liabilities / Own sourced revenue	2,259 / 132,172 =	1.71%	2,530 / 117,054 =	2.16%	2,656 / 115,051 =	2.31%

This ratio compares non-current liabilities (which mainly comprises interest bearing loans and borrowings) to own sourced revenue. The higher the percentage, the less Council is able to cover its non-current liabilities from the revenue it generates. Own sourced revenue is used rather than total revenue because it does not include grants, which are usually tied to specific projects.

i) Self-financing

Net operating cash flows / Underlying revenue	25,822 / 151,029 =	17.10%	32,208 / 145,077 =	22.24%	24,376 / 134,966 =	18.06%

This ratio measures Council's ability to replace assets using cash generated from its operations. The higher the percentage, the more effectively this can be done.

j) Investment gap

Capital spend / Depreciation	49,046 / 20,200 =	2.43 : 1	31,353 / 20,073 =	1.56 : 1	26,246 / 19,028 =	1.38 : 1

This ratio compares Council's rate of spending on infrastructure with depreciation. Ratios higher than 1:1 indicates that spending on infrastructure is greater than the depreciation rate. It is a long-term indicator, as capital expenditure can be deferred if there are insufficient funds available from operations, and borrowing is not an option.

k) Renewal gap

Renewal expenditure / Depreciation	31,865 / 20,200 =	1.58 : 1	23,910 / 20,073 =	1.19 : 1	21,371 / 19,028 =	1.12 : 1

This ratio compares Council's rate of spending on existing assets through renewing, restoring, and replacing existing assets with depreciation. Ratios higher than 1:1 indicates that spending on existing assets is greater than the depreciation rate. Similar to the investment gap, this is a long-term indicator, as capital expenditure can be deferred in the short-term if there are insufficient funds from operations, and borrowing is not an option.

WHITEHORSE CITY COUNCIL - FINANCIAL REPORT 2012/13

CERTIFICATION OF THE FINANCIAL REPORT

In my opinion, the Financial Report of Whitehorse City Council for the year ended 30 June 2013 has been prepared in accordance with the *Local Government Act (1989)* the *Local Government (Finance and Reporting) Regulations (2004)*, Australian Accounting Standards, and other mandatory professional reporting requirements.

Principal Accounting Officer
Marc Giglio FCPA

Dated: 26 August 2013
Nunawading

In our opinion, the Financial Report presents fairly the financial transactions of Whitehorse City Council for the year ended 30 June 2013 and the financial position of Council as at that date.

As at the date of signing, we are not aware of any circumstances which would render any particulars in the Financial Report to be misleading or inaccurate.

We were authorised by Council on 19 August 2013 to certify the Financial Report in its final form on behalf of Council.

Councillor
Robert Chong AM

Dated: 26 August 2013
Nunawading

Councillor
Andrew Davenport

Dated: 26 August 2013
Nunawading

Chief Executive Officer
Noelene Duff

Dated: 26 August 2013
Nunawading

VAGO

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INDEPENDENT AUDITOR'S REPORT

To the Councillors, Whitehorse City Council

The Standard Statements and Financial Reports

The accompanying standard statements for the year ended 30 June 2013 of the Council which comprises standard comprehensive income statement, standard balance sheet, standard cash flow statement, standard capital works statement, the related notes and the certification of the standard statements have been audited.

The accompanying financial report for the year ended 30 June 2013 of the Whitehorse City Council which comprises comprehensive income statement, balance sheet, statement of changes in equity, cash flow statement, notes comprising a summary of the significant accounting policies and other explanatory information, and the certification of the financial report has been audited.

The Councillors' Responsibility for the Standard Statements and Financial Reports

The Councillors of the Whitehorse City Council are responsible for the preparation and the fair presentation of:

- the standard statements in accordance with the basis of preparation as described in Note 1 to the statements and the requirements of the *Local Government Act 1989*
- the financial report in accordance with Australian Accounting Standards, and the financial reporting requirements of the *Local Government Act 1989*.

The Councillors are responsible for such internal control as the Councillors determine is necessary to enable the preparation and fair presentation of the financial report and standard statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

As required by the *Audit Act 1994* and the *Local Government Act 1989*, my responsibility is to express an opinion on the standard statements and financial report based on the audit, which has been conducted in accordance with Australian Auditing Standards. Those standards require compliance with relevant ethical requirements relating to audit engagements and that the audit be planned and performed to obtain reasonable assurance about whether the standard statements and financial report are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the standard statements and financial report. The audit procedures selected depend on judgement, including the assessment of the risks of material misstatement of the standard statements and financial report, whether due to fraud or error. In making those risk assessments, consideration is given to the internal control relevant to the entity's preparation and fair presentation of the standard statements and financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.

An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made by the Councillors, as well as evaluating the overall presentation of the standard statements and financial report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independent Auditor's Report (continued)

Independence

The Auditor-General's independence is established by the *Constitution Act 1975*. The Auditor-General is not subject to direction by any person about the way in which his powers and responsibilities are to be exercised. In conducting the audit, the Auditor-General, his staff and delegates complied with all applicable independence requirements of the Australian accounting profession.

Opinion

In my opinion:

(a) the standard statements present fairly, in all material respects, in accordance with the basis of preparation as described in Note 1 to the statements and the requirements of the *Local Government Act 1989*

(b) the financial report presents fairly, in all material respects, the financial position of the Whitehorse City Council as at 30 June 2013 and of its financial performance and its cash flows for the year then ended in accordance with applicable Australian Accounting Standards, and the financial reporting requirements of the *Local Government Act 1989*.

Basis of Accounting for Standard Statements

Without modifying my opinion, I draw attention to Note 1 to the standard statements, which describes the basis of accounting. The standard statements are prepared to meet the requirements of the *Local Government Act 1989*. As a result, the standard statements may not be suitable for another purpose.

Matters Relating to the Electronic Publication of the Audited Standard Statements and Financial Reports

This auditor's report relates to the standard statements and financial reports of the Whitehorse City Council for the year ended 30 June 2013 included both in the Whitehorse City Council's annual report and on the website. The Councillors of the Whitehorse City Council are responsible for the integrity of the Whitehorse City Council's website. I have not been engaged to report on the integrity of the Whitehorse City Council's website. The auditor's report refers only to the subject matter described above. It does not provide an opinion on any other information which may have been hyperlinked to/from these statements. If users of the standard statements and financial reports are concerned with the inherent risks arising from publication on a website, they are advised to refer to the hard copy of the audited standard statements and financial reports to confirm the information contained in the website version of the standard statements and financial reports.

John Doyle
Auditor-General

MELBOURNE
30 August 2013

Auditing in the Public Interest

Acknowledgement of Country

In the spirit of reconciliation, Whitehorse City Council acknowledges the Wurundjeri people as the traditional owners of the land now known as Whitehorse and pays respect to its elders past and present.

CONTACTING COUNCIL

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Box Hill Service Centre
Box Hill Town Hall
1022 Whitehorse Road
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Forest Hill 3131

An electronic version of the Whitehorse Annual Report 2012/13 is available on Council's website
www.whitehorse.vic.gov.au

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